

# YourHealthMatters

An update on the local healthcare scene for everyone interested in a healthy East Surrey



## Welcome from the chair

First, I must apologise that the summer edition of YourHealthMatters was not issued. There have been a lot of changes at East Surrey CCG which made it difficult to publish a newsletter; now that the initial unsettled period is over I am keen to update you.

Within in the NHS, East Surrey CCG has been challenged for its deteriorating financial position and has now been put into 'Special Measures'. This is disappointing but we have agreed an ambitious financial recovery plan and it does mean that the CCG receives additional help and support.

Following Elaine Jackson leaving the CCG in the summer, we now have new leadership arrangements in place. Ian Ayres has been appointed as our Accountable Officer on a part-time basis as he is also the Accountable Officer for West Kent CCG and Ray Davey is the new interim Chief Finance Officer. I am delighted to welcome them both to the organisation.

In this newsletter, I have included information about a number of key CCG developments such as the establishment GP practice networks and the development of Sustainability and Transformation Plans.

I hope that you have enjoyed this last burst of summer and with autumn approaching fast, I have included some opportunities for you to access help and support for health issues.



**Chair, NHS East Surrey CCG**

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## Update on CCG work

### Sustainability and Transformation Plans

Sustainability and Transformation Plans or STPs have recently been in the national news. To mitigate the potential financial shortfall of approximately £20bn across the NHS by the 2020, NHS bosses across England are drawing up plans for radical change in the delivery of health services. East Surrey CCG is part of the Sussex and East Surrey STP and the leader for the STP is Michael Wilson, Chief Executive of Surrey and Sussex Healthcare NHS Trust.

There are three localities in our STP called place based footprints. Each must come up with a place based plan and ours is being led by Geraldine Hoban, Accountable Officer for Horsham and Mid Sussex Clinical Commissioning Group. We have been looking at the possibility of shared leadership opportunities and establishing efficient, effective and sustainable care providers, including GPs. We want to see end-to-end improvements in key clinical areas (e.g. cancer, stroke, mental health, respiratory) but making sure we have the tools and skills to accelerate the transformation process. There will be more information available during the course of the next few months.

## Patients at the heart

## GP Federation and Primary Care Networks

Seventeen out of the 18 East Surrey GP practices have decided to come together to form an Alliance for Better Care. As a federation, the group can achieve more than they would be able to individually and will be able to provide a wider range of services. Practices are coming together to form larger units to provide more care in the community. East Surrey practices have organised themselves into four networks:

1. Reigate and Horley
2. Redhill and Merstham
3. South Tandridge
4. North Tandridge

Practices within each cluster will help each other out to improve resilience which is particularly needed with difficulties in recruiting GPs and the drive towards improved access. Patients will remain patients of their registered practices, but (through practices working more closely together and sharing some resources) people will also have the opportunity and choice to be seen at one of the other surgeries where additional appointments may be available.

The practice networks have been put together geographically, so that patients don't have to travel too far to access additional services. The practices will have data sharing agreements in place so that medical records can be shared between the practices to ensure continuity of care with your consent.

The CCG has received lots of feedback around accessing Primary Care (GP) services and how people can find it difficult to get a GP appointment or receive treatment and advice out of hours. Our GPs have heard this, and this is one of the main reasons that they have been working together to develop GP Federation and Primary Care Networks.

It is early days in the development of these improvements, so if anyone has any ideas about what improvements could or should look like, please contact the CCG: [carol.rowley4@nhs.net](mailto:carol.rowley4@nhs.net)

## Future of Patient Transport Services for Surrey

South Central Ambulance Service NHS Foundation Trust has been appointed (subject to contract) to provide Non-Emergency Patient Transport Services across Surrey. The five year contract would see South Central Ambulance Service NHS Foundation Trust begin providing service to patients on **1st April 2017**.

Non-Emergency Patient Transport Services is provided for people who are unable to use public or other transport due to their medical condition and include those who are attending hospital outpatient clinics, being admitted to or discharged from hospital wards or need life-saving treatments such as radiotherapy, chemotherapy or renal dialysis.

Patients have been heavily involved in the procurement process and feedback from patients has been taken into account in the new contract.

## Redhill Safe Haven has officially launched

On 22 June 2016, it was the official launch of Redhill Safe Haven, a café-style drop-in centre which offers friendly support for people to help avoid a mental health crisis, as well as for carers and family members.

The centre runs every evening between 6 and 11pm, 365 days a year, and is a place where local people can access immediate expert support from mental health professionals from Surrey and Borders Partnership NHS Foundation Trust, and recovery workers from Richmond Fellowship and Reigate Stepping Stones.

No appointment is necessary and carers and family members are welcome also.

The Redhill Safe Haven is located on Wingfield Resource Centre, St Annes Drive, off Noke Drive, Redhill RH1 1AU. For more information go to [www.sabp.nhs.uk/savehaven](http://www.sabp.nhs.uk/savehaven)

## Patients at the heart

## Your Health Matters

### Quit51

In February 2016, **Quit51** became the smoking cessation providers in Surrey, commissioned by Surrey public health on 3-year contract. **Quit51** are working in partnership with Surrey, to deliver the best possible service for patients, staff and commissioners. They provide free stop smoking support, training for health and community professionals, and support GPs, Pharmacies and sub-contractors to deliver the stop smoking programme.



The East Surrey team is led by Liz Fellows and her team of advisors Louise Cummins and Mags Rainer, all of whom are experts in the field of tobacco dependency and behavioural change techniques.

As well as providing a service within the practices, they provide support in various community settings including Redhill library and Donyngs leisure centre. Their ethos is to deliver the service where people can access it easily and are happy to visit clients in their own home.

Pharmacies are also helping those within their communities to stop smoking, with many signed up to the Public Health Agreement (PHA). The following have advisors that we know are in place and are happy to see any person referred to them:

- Boots (High Street) – Redhill
- Boots, East Surrey Hospital
- Boots, Oxted RH8 0PG
- Hobbs Pharmacy, Whyteleafe, CR3 0EL
- Horley Late Night Pharmacy, RH6 7AS
- Kamsons Pharmacy, Redhill, RH1 2NP
- Townsend Chemist, Reigate RH2 8AU
- Woodhatch Pharmacy, Reigate RH2 8BB

If you wish to access either of the training sessions, then follow the link below: <https://v1.bookwhen.com/v8auz>

The National Centre for Smoking Cessation Training (NCSCT), [www.ncsct.co.uk](http://www.ncsct.co.uk) provides a wealth of information for those requiring additional information. It provides online training in very brief advice, smokefree homes, mental health, pregnancy, and medication. For more information about Quit51 in your area please contact Liz fellows, 07971 807844, [liz.fellows@quit51.co.uk](mailto:liz.fellows@quit51.co.uk)

## Surrey Information Point

Do you live in Surrey? Do you need to find out about care, community and health information and support available in your area? Visit Surrey Information Point <https://www.surreyinformationpoint.org.uk/>

The local website hosts information on services, activities and organisations to support you, tips on benefit entitlement, help at home, health conditions, leisure information and much more.

### Get Active 50+ for longer, healthier, happier lives

Do you want to feel fitter and healthier, get out and meet new people? Get active 50+ for longer, healthier, happier lives, has been launched.

Across the county, there are sports and physical activities being offered at hugely reduced prices to inspire residents aged 50 plus to try something new to improve their health and wellbeing.

Badminton, bowls, exercise and dance classes, golf, inclusive multi sports, jogging, swimming and walking football are all on offer.

For more information visit <http://www.activesurrey.com/over50s> or call Mark Sherwood on 07973 976702.



## Patients at the heart

## Redhill and Reigate arthritis support group



**ARTHRITIS  
CARE**  
*Action for people with arthritis*

18 Stephenson Way, London NW1 2HD  
Registered Charity No. 206563

Whether you've been recently diagnosed with arthritis, living with it for some while or think you may have the early signs, we're here for you. The support group meet the fourth Thursday every month at 2:30PM at the Woodhatch centre.

Afternoons often include discussions, outings and raffles. Come along and find support with others and make new friends. For more information please contact:

- Walter Lane: 017 3764 4097
- Sylvia Mann: 017 3724 2193
- Geoff Hinkley: 017 3724 6358

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## Sensory Services by sight for surrey



Sensory Services by Sight for Surrey is a charitable organisation working with people who are visually impaired, Deaf, Hard of Hearing or who have combined sight and hearing loss, Deaf and Hard of Hearing.

The charity supports people whose eyesight or hearing has become a cause for concern (whether they are registered with a sight and/or hearing impairment or not) to help them lead full and independent lives.

It has a team of specialist Hearing Loss Advisors who can support you in managing your hearing loss and ensure you are provided with the right support and guidance.

The charity also runs innovative projects including children's recreational trips and an Employment Club which provides mentoring to people with vision impairment in the workplace or who are seeking employment.

Contact Sight for Surrey by emailing [info@sensoryservices.org.uk](mailto:info@sensoryservices.org.uk) or call 01372 377701.

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## Stay well this winter

### Information prescriptions

Did you know that you can quickly create and print a package of information to help you manage your health condition?

Information prescriptions are particularly designed to help people with long-term conditions manage their health more effectively and live more independently. They contain information, and signpost to further sources of advice and support, such as how to find local support groups.

Your information prescription will help you feel more confident and better informed about local support, and it's easy to do online.

Visit Information Prescriptions Service [www.nhs.uk/ips](http://www.nhs.uk/ips).



## Patients at the heart

East Surrey CCG, Tandridge District Council Offices, 8 Station Road, Oxted RH8 0BT  
t: 01883 772800 [www.eastsurreyccg.nhs.uk](http://www.eastsurreyccg.nhs.uk)

## Flu Vaccinations

Flu vaccination will soon be available through practices and pharmacies. Contact your surgery for information about dates and times of flu clinics.

### Groups eligible for the adult flu vaccination are:

- Patients aged 65 years and over
- Patients with heart, kidney, liver, spleen or neurological disease
- Patients with diabetes
- Patients with asthma (on inhaled steroids)
- Patients with COPD
- Immunocompromised patients
- Pregnant women
- Patients in long-stay residential homes
- Carers



### Groups eligible for the child flu vaccination are:

- All those aged two, three, and four years (but not five years or older) on 31 August 2016 (i.e. date of birth on or after 1 September 2014 and on or before 31 August 2012)
- Patients aged 6 months - 17 years with heart, kidney, liver, spleen or neurological disease
- Patients aged 6 months - 17 years with asthma (on inhaled steroids)
- Patients aged 6 months - 17 years with diabetes
- Patients aged 6 months - 17 years with COPD
- Immunocompromised patients aged 6 months - 17 years

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### This autumn use the right health service...

- **Health Help Now** – our web app at [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net) will help you quickly find the best place for treatment for different symptoms. It has directions to services and shows whether they are open or closed, as well as offering advice.
- **Pharmacies** - your local pharmacist is qualified to offer advice on health issues and medication as well as treat headaches, an upset stomach and other common illnesses.
- **NHS 111** - a free phone service that is available 24 hours a day, 365 days a year. It offers a one-stop number for patients with urgent, but not life-threatening symptoms.
- **Walk-in centre** - local walk-in centres offer care by doctors and nurses who can deal with minor illnesses and injuries, such as cuts, burns and sprains, with no appointment necessary. Details are available here <http://www.eastsurreyccg.nhs.uk/Pages/Your%20health/Out-of-hours.aspx>
- **GP out-of-hours service** - if you need to see a doctor when your GP surgery is closed, call NHS 111 (dial 111).

## Patients at the heart