

Patient Round Up

2019

January



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



Happy New Year to one and all



What will 2019 bring for you and what new resolutions will you make I wonder?

The New year brings new opportunities for us all and two of the most important commitments that you can make is to take better care of yourself and look out for those around you. This edition contains lots of links to services and sites that can help you to become “a better you” so please spend some time looking at what is available, it could be the best few minutes you spend this year!

Over Christmas I heard an interesting fact – did you know that being socially isolated can have the same negative impact on your health and wellbeing as smoking 15 cigarettes a day? This shows me how important it is to remain connected to others and that we cannot separate our physical health and emotions, they affect each other – when you are physically unwell can you feel emotionally unwell too and vice versa.

This is one reason why the NHS and Surrey County Council work closely together and have embarked on commissioning and re-designing our emotional wellbeing and mental health services for children and young people in Surrey. We need you to get involved and have your say so that we take into account the widest possible range of views and opinions ready for the new service to commence towards the end of 2020, as the current Child and Adolescent Mental Health Service (CAMHS) contract terminates. Details of both the official launch of this work and the series of workshops and engagement can be found in the “Get Involved” section of this bulletin.

I know that despite all of our best efforts there will be people who are currently suffering from colds and flu – miserable at the best of times but especially so over the festive period, which is why I have included a section on what to do if you are currently one of the many people who have succumbed.

Finally, may I wish you all a happy and healthy 2019

With all good wishes,



Dr Elango Vijaykumar

End of the year: a time to reflect and start anew

It's fast approaching the end of the year - a time to reflect on what has happened over the last twelve months and an opportunity to approach the New Year with a fresh attitude.

The New Year represents a new beginning and the One You campaign can help people to reassess their lifestyle choices.

One You encourages people to put themselves first and do something about their own health. It reminds people that it's never too late to improve their health - making small lifestyle changes such as eating well, drinking less alcohol, quitting smoking or being more active can double their chances of being healthy at 70 and beyond. Public Health will be running a New Year campaign encouraging residents to start 2019 with some healthy changes. Look out for the promotion and encourage your clients, patients and residents to take the [How Are You? quiz](#) for some personalised health advice.



Healthy Surrey

The Healthy Surrey website was set up by the Surrey Health and Wellbeing Board to act as an online resource for Surrey health and well-being information and well worth a visit.

The [Surrey Health and Wellbeing Board](https://www.healthysurrey.org.uk) is a group of NHS commissioners, public health, social care, local councillors, Surrey Police, borough and district council and public representatives that work together to improve the health and wellbeing of people in Surrey.

So whatever your new year resolution, support is out there. Simply click on the links below that interest you.

- Healthy weight - <https://www.healthysurrey.org.uk/your-health/healthy-weight>
- Get active - <https://www.healthysurrey.org.uk/your-health/get-active>
- Alcohol - drink safely <https://www.healthysurrey.org.uk/your-health/alcohol>
- Health checks - <https://www.healthysurrey.org.uk/your-health/health-checks>
- Stop smoking- <https://www.healthysurrey.org.uk/your-health/smoking>
- Healthy Surrey - <https://www.healthysurrey.org.uk/your-health/mental-wellbeing>

Or visit the main site;

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



NO ALCOHOL THIS JANUARY FOR CANCER RESEARCH UK

Can you go dry this January? Take on the ultimate test of willpower by going booze-free for a whole 31 days and raise vital funds to help beat cancer.

Not only will you be raising money for our life-saving research but you'll also have an entirely hangover free month!

Sign up to be a Dryathlete today!

<https://www.cancerresearchuk.org/get-involved/do-your-own-fundraising/dryathlon>

YMCA East Surrey



Exercise Referral

YMCA East Surrey's Exercise Referral programme enables people with a chronic health condition, are rehabilitating from an injury, illness or have a disability to engage in physical activity and lead a healthier, independent, more active lifestyle.

Our centre is fully inclusive, so everyone can enjoy the benefits of physical activity.

Who is it for?

The YMCA is qualified to work with and recommend exercise to people ages 16+. Conditions range from:

- Disabilities
- Stroke
- Diabetes
- Neurological
- Obesity
- Asthma/C.O.P.D
- Falls prevention
- Dementia
- Cancer
- Cardiac
- Musculoskeletal
- Mental Health

 **552** adults exercised **safely** and **effectively** through **Exercise Referral** in 2017/18

Why Physical Activity?

It helps:

- Manage weight and weight loss
- Strengthen bones and muscles
- Regulate blood pressure
- Maintain or improve mobility and flexibility
- Prevent cardiovascular disease and type 2 diabetes
- Increase social opportunities

Physical activity also has a positive effect on an individual's mental wellbeing and can help tackle loneliness.

Exercise Referral Fitness Classes

- | | | |
|--------------------|--------------------|------|
| • Falls Prevention | Head 2 Toe | Yoga |
| • Cardiac Rehab | Tai Chi | |
| • MS Gym Class | Walking Football | |
| • Stroke Rehab | Short Mat Bowls | |
| • Breathe Easy | Walking for Health | |

- Healthy Measures Weight Management

Cost

All new Exercise Referral members must complete a consultation at a cost of **£15** before the membership can be started. This covers your initial one-to-one consultation, gym induction and personalised programme of exercise with one of our exercise referral specialists.

Premium Exercise Referral

£26.00 per month paid by direct debit

Exercise Referral Concession

£25.00 per year

Pay as you go

Fitness class £3.30 Gym or Yoga £3.70

For more information, please contact the Exercise Referral Team on 01737 779979 or wayne.askin@ymcaeast Surrey.org.uk



East Surrey Walking for Health offers a variety of accessible and inclusive walks to all residents of East Surrey, especially those living with, or recovering from, illness such as cardiac events, stroke, diabetes and mental health.

All walks are free, risk assessed and led by trained volunteer leaders.

There are over 28 walks to choose from and walks range from 30 -90 minutes.

The latest timetable can be found on our website

<https://www.ymcaeast Surrey.org.uk/our-services/health-wellbeing/health-walks/> or for more information please contact Julie.Haslett@ymcaeast Surrey.org.uk 01737 779979.





Cold and Flu

Check if you have flu

Flu symptoms come on very quickly and can include:

- a sudden fever – a temperature of 38C or above
- aching body
- feeling tired or exhausted
- dry cough
- sore throat
- headache
- difficulty sleeping
- loss of appetite
- diarrhoea or tummy pain
- nausea and being sick

The symptoms are similar for children, but they can also get pain in their ear and appear less active.

Telling the difference between cold and flu

[Cold](#) and flu symptoms are similar, but flu tends to be more severe.

Flu	Cold
Appears quickly within a few hours	Appears gradually
Affects more than just your nose and throat	Affects mainly your nose and throat
Makes you feel exhausted and too unwell to carry on as normal	Makes you feel unwell, but you're OK to carry on as normal (for example, go to work)

How to treat flu yourself

To help you get better more quickly:

- rest and sleep
- keep warm
- take paracetamol or ibuprofen to lower your temperature and treat aches and pains

- drink plenty of water to [avoid dehydration](#) (your pee should be light yellow or clear)

A pharmacist can help with flu

A pharmacist can give treatment advice and recommend flu remedies.

Be careful not to use flu remedies if you're taking paracetamol and ibuprofen tablets as it's easy to take more than the recommended dose.

Speak to a pharmacist before giving medicines to children.

[Find a pharmacy](#)

Call NHS 111 or see your GP if:

- you're worried about your baby's or child's symptoms
- you're 65 or over
- you're pregnant
- you have a long-term medical condition – for example, diabetes or a heart, lung, kidney or neurological disease
- you have a weakened immune system – for example, because of chemotherapy or HIV
- your symptoms don't improve after 7 days

Antibiotics

GPs don't recommend antibiotics for flu because they won't relieve your symptoms or speed up your recovery.

Call 999 or go to A&E if you:

- develop sudden chest pain
- have difficulty breathing
- start coughing up blood

How to avoid spreading the flu

Flu is very infectious and easily spread to other people. You're more likely to give it to others in the first 5 days.

Flu is spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading flu:

- wash your hands often with warm water and soap
- use tissues to trap germs when you cough or sneeze
- bin used tissues as quickly as possible

How to prevent flu

The flu vaccine reduces the risk of catching flu, as well as spreading it to others. It's more effective to get the vaccine before the start of the flu season (December to March).

[Find out if you're eligible for the free NHS flu vaccine](#)

[Flu vaccination and side effects for adults](#)

[Flu vaccination and side effects for children](#)



Free NHS guides available to support the health and wellbeing of older people and carers

It can be harder for older people to stay fit and well throughout the colder months. It's important that older people and their families and carers are supported to stay well throughout winter. The NHS [Healthy Caring](#) and [Healthy Ageing Guides](#) can help people to look after their health and wellbeing.

These guides provide practical plain English advice and signposting to support for older people and carers about staying healthy, fit and independent.

Community Cash Fund - Launching January 2019!



Healthwatch Surrey are pleased to announce the return of the Community Cash Fund. This will be their 4th year running and they 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.

They 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 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.

If you are interested in applying, you can sign up and get an alert when the community cash fund launches in January, by emailing; sarah.browne@healthwatchsurrey.co.uk or you can call enquiries on 0303 303 0023, text 07592 787533.

If you or anyone you know needs funding for a community project then please spread the word.

Supporting people leaving hospital in Caterham

Home from Hospital Packs is a scheme just launched to provide support to older people predominantly, being discharged from Caterham Dene Hospital. It has been developed by a joint working group involving Caterham Rotary Club, the Tandridge Locality Team and Waitrose Caterham.

The need was identified by the Adult Social Care team based at the hospital who had observed that a number of patients often living alone were arriving home without having the bare essentials of items like milk, tea, bread, breakfast cereal toothpaste etc.

A process has been set up where the hospital will advise both Caterham Rotary and Waitrose of a patient being discharged, and the aim will be to fill a special shopping bag immediately and for the goods to be given to the person on discharge from the hospital. This great partnership will benefit those in need at a time when they may feel at their most vulnerable and ensure a more comfortable first 24 hours following their discharge from hospital.



Surrey Vision 2030 approved

Over the spring and summer of 2018, Surrey County Council engaged with residents, communities and partners across the county to understand what Surrey should look like by 2030. Informed by the conversations, a shared vision has now been created for Surrey.

The council cannot deliver the vision for Surrey alone and needs the support and involvement of partners and residents.

You can read the full Community Vision for Surrey by 2030 and the feedback report at www.surreycc.gov.uk/vision2030

For further information:

Telephone: 03456 009 009

Email: contact.centre@surreycc.gov.uk

Textphone (via Text Relay): 18001 03456 009 009

SMS: 07527 182 861

Get involved – Your opportunity to have your say

The Family Voice Surrey Winter 2018 Survey - The Future of SEND in Surrey “#nothing about me without me”

The Family Voice Surrey Winter 2018 Survey was launched at the Family Voice Surrey AGM. It is designed to complement the current Surrey County Council consultation on their SEND Strategy and proposed restructure of Children's Centres.

The aim is to capture an accurate picture of SEND families' experiences of the SEND system - what is currently working well and what urgently needs to change. Family Voice ask you for your suggestions on where savings could be made without compromising the quality of services provided to meet SEND children's needs and to indicate your priorities for investment in support that will meet children's needs before they reach a crisis point.

Your answers will also provide useful evidence on progress in addressing the weaknesses identified during the last Local Area Inspection in October 2016. We know that a review is due to take place shortly for those Local Authorities and CCGs who were required to produce a Written Statement of Action. Please complete the survey and share widely:

<https://www.surveymonkey.co.uk/r/FVS-Nov-2018>



Speaking up for the families of children & young people with additional needs in Surrey

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Re-designing the Emotional Wellbeing and Mental Health (EWMH) services for children and young people in Surrey – The Launch

The NHS and Surrey County Council have embarked on commissioning and re-designing our emotional wellbeing and mental health services for children and young people in Surrey ready for the new service to commence towards the end of 2020 as the current Child and Adolescent Mental Health Service (CAMHS) contract terminates.

This presents opportunities over the coming months to listen, co-design and get involved in shaping and designing services for children and young people in Surrey, to ensure services going forward meet the growing and changing emotional wellbeing and mental health needs of our children.

Surrey County Council and Surrey's Clinical Commissioning Groups are holding a series of workshops for children, young people, parents, carers and all those who work with children and young people in various roles and professions in January 2019 (full details in following item).

Ahead of this important engagement, we are holding a launch event at **HG Wells Conference Centre, Woking on 10 January 2019** for our system partners and leaders.

The aims of the launch event are to:

- bring all stakeholders together to explore what has worked and challenge the design of current services that require improving and transforming

- explore the opportunities to develop a shared vision and commitment
- seek a commitment to support service re-design where it is needed

In addition to those who work with children and young people in various roles and professions and system leaders, we very much want those who have experience of emotional wellbeing and mental health care – young people, parents and carers – to join us.

Mental health is a top priority for change according to 11-19 year olds in Surrey in a vote organised by Surrey's Youth Cabinet in 2018¹. This priority is recognised and shared by service providers and commissioners in Surrey. We need to meet this challenge and we need your views and input to achieve the changes that are quite rightly being demanded.

We do hope that you can attend. Please use the contact details below to register or to request further information. Please do share this invitation as you wish.

Launch Details

Date: Thursday 10 January 2019
Venue: HG Wells Conference Centre, Woking
Start time: 9am registration for a 9.30am start
Finish time: 12.30pm

Free parking is available for those attending this event.

To register and let us know of any particular access requirements:

Go to: [Eventbrite](#)
Text: 07917 087560
Email: gwccg.info@nhs.net
Tel: 01483 405450

Designing the right Emotional Wellbeing and Mental Health service for Children and Young People across Surrey - workshops



Join us in designing the right emotional wellbeing and mental health services for children and young people across Surrey.



Workshops for parents, carers & those working with children & young people

The Officers' Mess, Caterham CR3 5QX

Tuesday 22 January 2019

Register via: <http://surreywmh.eventbrite.com>

A circular inset photograph showing a young girl with pigtails sitting on the shoulders of a young boy, both smiling.

Surrey County Council, in partnership with Surrey Clinical Commissioning Groups, is holding a series of events for families, children, young people and professionals to join an open and honest discussion about the future of emotional wellbeing and mental health services for children and young people across Surrey.

The series of workshops will run between **14 and 22 January 2019** in locations across the county.

These events will be tailored for different groups and will provide an opportunity to contribute to the way emotional wellbeing and mental health support and care is provided for children, young people, families and carers.

		Parents and carers of children aged 0 to 10 years (Creche available)	People who work with and care for children and young people up to the age of 18 years	Children aged 10 to 18 years along with their parents and carers	Young people aged 16 to 25 years	People who work with and care for young people aged 16 to 25 years
Godalming - Godalming Baptist Church, Queen Street, Godalming, GU7 1BA	Monday 14 January 2019	12.30pm to 2.30pm	7pm to 9pm			4.30pm to 6.00pm
Dorking - Dorking Hall, Reigate Road, Dorking, RH4 1SG	Tuesday 15 January 2019		9.30am to 11.30am	4.30pm to 6.00pm	7pm to 9pm	
Woking - H.G.Wells Conference & Events Centre, Church Street East, Woking, GU21 6HJ	Wednesday 16 January 2019		4.30pm to 6.00pm	7pm to 9pm		12.30pm to 2.30pm
Farnham - Farnham Maltings, Farnham, GU9 7QR	Thursday 17 January 2019		12.30pm to 2.30pm	4.30pm to 6.00pm	7pm to 9pm	
Staines-upon-Thames - Hythe Centre, Thorpe Road, Staines, TW20 8DL	Friday 18 January 2019	9.30am to 11.30am	12.30pm to 2.30pm		4.30pm to 6.30pm	
Ewell - Bourne Hall, Spring Street, Ewell, KT17 1UF	Monday 21 January 2019	12.30pm to 2.30pm	4.30pm to 6.00pm			7pm to 9pm
Caterham - The Officers' Mess, Coldstream Road, Caterham, CR3 5QX	Tuesday 22 January 2019	4.30pm to 6.00pm	9.30am to 11.30am	7pm to 9pm		

How to get involved

Anyone interested in attending one of the workshops being held from 14 January to 22 January 2019 can register interest via:

- Eventbrite - <http://surreywmh.eventbrite.com>
- SMS text - 07917 087 560
- Email - gwccq.info@nhs.net

Alternatively, details about the events are available on the following websites:

- NHS Guildford and Waverley CCG
www.guildfordandwaverleyccg.nhs.uk/info.aspx?p=7
- Surrey County Council
www.surreycc.gov.uk



NHS

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



Consultation on a review and update of CCG guidance on *Items which should not be routinely prescribed in primary care*

NHS England continues to partner with NHS Clinical Commissioners (NHSCC) to support clinical commissioning groups (CCGs) in ensuring that they can use their prescribing resources effectively and deliver best patient outcomes from the medicines that their local population uses.

A [national public consultation](#) has been launched on proposals to update and review commissioning guidance on eight more products. In the majority of cases there are other more effective, safer and/or cheaper alternatives available to the items that NHS England is recommending should not be routinely prescribed in primary care.

The consultation runs from 28 November 2018 until 28 February 2019. Details of public consultation events can be found [here](#).

An Easy Read version of the consultation document can be found [here](#).

https://www.engage.england.nhs.uk/consultation/items-routinely-prescribed-update/user_uploads/prescribing-gluten-free-foods-primary-care-easy-read-consultation.pdf

Free accredited training – Understanding the Health and Social Care Environment

Places are available on the Understanding the Health and Social Care Environment

(UHSCE) online training course which is accredited by Certa and is available for current **NHS volunteers**. The course is divided into **three sections**: about the stakeholders, about tools and methods for influencing health and social care, and about how you can present your community issues to have maximum impact for positive change.

There are two rounds of the course starting on **22nd January** and **26th February 2019**. The course ends with a face to face session where participants have an opportunity to share their projects they have been working on as part of the course, gather practical advice on how to develop their work further, and to network. For more information about the course and how to apply please email: england.ppve-learning@nhs.net.