

Patient Round Up

2018

November 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

One of my greatest pleasures as your Clinical Chairman is getting out, talking to and, most importantly, listening to our communities about what matters most when considering the challenges facing the NHS.

I am constantly surprised by people's ability to dissect really complex NHS information and to make innovative and practical suggestions.

As well as new ideas, I have personally appreciated the support shown, not just for ESCCG, but also for the work of the wider NHS. I have heard that people understand that the NHS cannot continue to try and do everything, and priorities have to be made in order to preserve essential services. East Surrey understands that, in order to secure a sustainable NHS, brave decisions will have to be made.

We have already made some recommendations/changes such as restricting the prescription of medications available over the counter, and prescribing generic medications wherever possible. We would value your views on the draft Patient Information Leaflets that can be found at the bottom of this newsletter.

Can I also take this opportunity to draw your attention to the opportunities listed in the "Get Involved" section - this is where you can really help us. We would like to hear your views and experiences through the Eye Service survey and the Patient Participation Group (PPG) Stocktake.

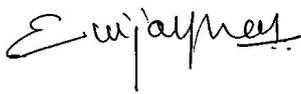
And of course it wouldn't be Autumn if I didn't mention flu and the importance of all eligible

patients taking up their invitation for vaccination. Flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children and severe illness and death among at-risk groups, including older people, pregnant women and those with an underlying medical health condition.

For further advice and information about how to keep well this winter please click on the link below.

<https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>

With all good wishes,



Dr Elango Vijaykumar

Care UK to deliver Surrey Integrated Urgent Care service from April 2019

Clinical commissioners across Surrey Heartlands and East Surrey are pleased to announce the [appointment of Care UK](#) as the new provider for the Surrey Integrated Urgent Care service across East Surrey, Guildford & Waverley, Surrey Downs and North West Surrey from 1 April 2019.

The new service has been developed using feedback from patients and a wide range of healthcare professionals. It will include NHS 111, a clinical assessment service and GP out-of-hours service and is designed to make it easier to signpost patients who call NHS 111 for health advice to the most appropriate local service. As part of the new provision, patients will:

- benefit from reduced lengthy questioning process
- have easier access to clinical advice and easier transitions between different services
- in time, be able to directly book appointments to other healthcare services.

Dr Charlotte Canniff, Clinical Chair for North West Surrey Clinical Commissioning Group (CCG), said: "We have listened to service users, their families and a wide range of professionals to understand what has worked well in Surrey previously and what people feel needs to be improved and we are confident we have the right solution to ensure a seamless high quality service."



Staying steady - Preventing falls programme

Free course available for local people at risk of falling.



Join us on Wednesday 7 November 2018, 10:00 - 12:45 at the YMCA Sovereign Centre, Reigate, RH2 8HA.

You will hear from physiotherapists, dietitians, pharmacists and more on what you can do to prevent falling.

If you are registered with an east Surrey GP you can book a space by contacting the Falls Prevention Service on **01737 775474** or fchc.falls-service@nhs.net



Carers' Rights Information Fair

FREE EVENT

28th November 2018 — 10:00am-13:00pm
The Woodhatch Centre, Whitebeam
Drive, Reigate RH2 7LS

Action for Carers Surrey will have local organisations at stands to share information about their services and a speaker to be confirmed, followed by a light lunch and a chance to meet and chat with other carers.

To book on to this event, please get in touch on:
call 0303 040 1234) text 07714 075993
email CSAdmin@actionforcarers.org.uk

Spaces are limited. The event is FREE.
Please state if you have dietary or accessibility requirements.

Single Point of Access for Mental Health – Project update

In October 2018 Surrey and Borders Partnership NHS Foundation Trust (SABP) began the gradual roll-out of their Single Point of Access (SPA) for Adult Mental Health.

With a central call centre in Redhill, the new service will provide one point of contact for those wishing to access SABPs' mental health services and will be open 24 hours a day, seven days a week.

From October SABP have gradually started diverting referrals for community mental health recovery services to a single team based in Redhill, starting with our teams in East and Mid Surrey. This central team will triage each referral and make contact with the referrer to let them know the outcome. The change will be made gradually with each team being brought in one at a time in three phases until the end of March.

The service includes an extended crisis mental health helpline and rapid response function (for an urgent face to face assessment) - both also available 24 hours a day as needed.

This has been made possible thanks to a £1million investment from Surrey and NE Hampshire's NHS Clinical Commissioning Groups to help improve access to mental health services – particularly during evenings and weekends – and help standardise the experience of people accessing these services across Surrey and NE Hants.

YOUR INVOLVEMENT

In addition to the extensive co-design workshops held back in 2016, around 70 partners, people with lived experience of mental ill-health, including carers and professionals, attended a half-day co-design workshop at the Police Federation building in July. Together several

topics were considered including routine referrals, managing demand and capacity and also the draft clinical care pathways.

The SPA is expected to be fully operational across Surrey and NE Hants by April 2019. This is when SABP will launch the new crisis helpline number to people who use services, carers and wider partners.

<https://www.sabp.nhs.uk/our-services/mental-health>

<https://www.healthysurrey.org.uk/your-health/mental-wellbeing/adults>

<https://www.healthysurrey.org.uk/your-health/mental-wellbeing/adults/self-help/advice-and-support-guide>

Free online coaching sessions for risky drinkers in Surrey

Surrey County Council's public health team has commissioned a new skype-based service called DrinkCoach, which is available FREE to Surrey residents aged 18+ who need support to reduce their alcohol consumption.

The service is professional, convenient and confidential and appeals to people who may have found it difficult to access services in the past; because of work or family commitments, mobility issues, location or stigma. Up to six, 40 minute coaching sessions can be accessed which are delivered via skype by an alcohol specialist. Sessions can be booked at a time that is convenient, including evenings and weekends. Callers get a dedicated alcohol treatment specialist who will help them identify and achieve their drinking goals, whether that is to cut down or stop.



How can people access DrinkCoach?

- Individuals can refer themselves directly into DrinkCoach by visiting the alcohol pages on the **Healthy Surrey** website and booking an appointment.

<https://www.healthysurrey.org.uk/your-health/alcohol>

Don't Bottle It Up website

- Individuals can access the service by taking the **Don't Bottle It Up alcohol**

test. Those identified as drinking at increasing risk or higher risk levels will be offered the opportunity to book a DrinkCoach appointment.

It is easy to [book an appointment online](#), just follow the link and enter promo code SURREYWELL to access the free coaching sessions.

How to take those first steps to improve your mental wellbeing

Surrey County Council's public health team has published a new, refreshed, advice and support guide for anyone over 18 years who is looking to take their first steps in improving the emotional and mental well-being of themselves, their friends or family members. It is important to recognise that even if you are not feeling down, looking after your own emotional well-being is just as vital as looking after your physical health.



The helpful guide provides:

- A range of advice, information and self-help techniques that we all can use to help support our emotional well-being
- Brief information on common emotional and mental health issues
- Details of local and national organisations that provide support

The guide is available to view and download and print on the [Healthy Surrey website](#). Hard copies will be made available.

New online expert guides for looking after a baby, child or teen

From September families who live in Surrey will be able to access **three** award-winning baby and child development guides from the [Solihull Approach](#) - for no cost.

Understanding pregnancy, birth and your baby, Understanding your baby and Understanding your child 0-19 years have been written by qualified education and health experts and offer a fascinating insight into baby and children's behaviour at each stage of development. They also include helpful information for children with special educational needs and disabilities.



Residents in Surrey can simply [register online](#) for unlimited access - there's no expiry date. The guides have been designed to fit around the demands of a busy life - access them at a time that suits you and pick up where you left off.

Sexual health services: a guide on how to use them in Surrey

The provider of sexual health provision in Surrey, CNWL Surrey Integrated Sexual Health and HIV Services, has produced a [handy guide](#) on how to use its services in the county. It includes information about the various services offered, including emergency contraception, PEP (Post Exposure Prophylaxis) for HIV and sexual assault.



Extended Phone Support for Carers in Surrey

Action for Carers Surrey is trialling an extension of their phone opening hours to be more accessible to carers in Surrey with support, information, advice and more. This trial will run until November 2018. The opening hours will be 8am-6pm, Monday to Friday and 9am-12pm on Saturdays.

Action for Carers Surrey can be contacted as follows:

Telephone: 0303 040 1234

Mobile: 07714 075993

Email: CarerSupport@actionforcarers.org.uk

Major transformation programme announced to improve patient care

**Delivering improvements
for our people, that
will mean:**

- An increase of 33% in staff on the road & in the EOCs
- More than 100 extra ambulances
- Better matching of staff skills with patient needs
- More timely meal-breaks and fewer over-runs



**Delivering improvements
for our patients, that
will mean:**

- Less time spent waiting, particularly for patients who don't need an immediate response
- A safer system, especially when we're really busy
- A better patient experience overall



**Delivering improvements
for the wider NHS system,
that mean we:**

- Respond better to periods of high demand as part of a more-joined up system
- Help patients to safely avoid unnecessary visits to A&E
- Develop new pathways with our partners, so patients can access the right services locally for their needs



South East Coast Ambulance Service NHS Foundation Trust (SECAMB) and the 22 Clinical Commissioning Groups (CCGs) that commission ambulance care across the region have welcomed plans for a major programme of work that will improve care for patients across Kent, Surrey and Sussex and North East Hampshire.

The decision follows an independent review that looked at demand for and capacity to deliver ambulance services, which was jointly commissioned by the CCGs and SECAMB.

The review, carried out by Deloitte, looked to identify the resources required by SECAMB to meet rising emergency and urgent care demand and how best to deliver the new Ambulance Response Programme standards, which have been introduced to ensure patients get the right level of care at the right time.

The review identified the need for a rolling programme of investment to help address a number of challenges and implement changes that will improve patient care and experience.

This commitment from commissioners begins with additional investment of £10m for this financial year (2018/19), with similar levels of investment over the next two years. The additional investment will enable SECAMB to:

- significantly increase the number of front-line ambulance staff on the road and in its Emergency Operations Centres (EOCs)
- ensure it has the right number of staff, with the right skills, to meet the changing needs of its patients
- improve its fleet, to ensure the Trust has the right number and type of vehicles available to respond to all categories of call

[Find out more](#)

Integrated care in every community

Our health and care needs are changing, with more people living longer often with multiple long term conditions. This animation explains the challenges facing the health and care system and how partnerships are being formed between the NHS, local government and the third sector to integrate care and better meet our health and care needs now and in the future.

<https://www.youtube.com/watch?v=3YdIV1DsK54&feature=youtu.be>

The Orpheus Centre

In East Surrey we are lucky enough to have the wonderful Orpheus Centre. The Orpheus Centre is an independent specialist college that focuses on developing independence skills through performing and visual arts, and makes dramatic improvements to young disabled adults' lives.

Orpheus believes that disabled people should have the same opportunities as their non-disabled peers. They aim to equip young disabled people with the skills and confidence they need in order to live independent and fulfilling lives.

This short film takes you on a journey through the world of Orpheus as you hear from members of their community including students, staff and loyal supporter, Dame Judi Dench. Please share this video.

<https://www.youtube.com/watch?v=zIXgzvdvCo0&feature=youtu.be>

and visit their website for more information

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

There is always something going on!



Surrey Coalition of Disabled People

Due to the forthcoming retirement of their current Chief Executive of 13 years, Surrey Coalition of Disabled People are seeking a new person to give strong and inspiring executive leadership to the organisation.

Surrey Coalition of Disabled People is a small user led organisation which works to the Social Model of Disability and promotes the rights of disabled people to independent living and equality of opportunity.

Use these links for the Job Description and Person Specification: <http://tinyurl.com/y8gm5jz3> and this link to the Annual Report for 2017/18: <http://tinyurl.com/y8zyn6ob>

To Apply:

Send your CV and covering statement showing how you meet the person specification to carol.pearson@surreycoalition.org.uk

Dr Ranj takes on the anti-vaxxers over child flu vaccinations

Flu is a virus that can end up with your child in hospital, which is why it's so important to vaccinate against it.

However, with the nasal spray being fairly new on the NHS (it started to be offered in 2013), new research from the Share Good Times Not Flu survey found that two out of three parents misunderstand the nasal spray vaccine that's offered to children and how important it is in protecting a child's immune system.

The survey also discovered that 50% of parents underestimate the potential risks and complications that come with flu and think of it as 'just like a bad cold'.

However, it can be much more complex than that.

A selection of parents' concerns and reservations were put to TV doctor and Strictly Come Dancing star Dr Ranj Singh, 39, to help bust myths about flu and the nasal vaccination.

[Click here](#) to see more

Get involved

Eye Service survey extended – ends 30th November

Crawley, Horsham and Mid Sussex & East Surrey CCGs, as part of an Alliance Initiative, are currently undertaking a transformation of our eye services, in order to ensure that patients receive timely diagnosis, treatment and support at the right place and by the right person. It is really important to us to understand what you, as a service user, think about current services and how they might be improved. This survey is anonymised.

The results of this survey will help us understand your eye health needs so that we can make

improvements to community and hospital eye services in your area. Link to survey [here](#)

Please note that Questions 27 to 29 are for residents in Crawley, Horsham, Haywards Heath, Burgess Hill, East Grinstead and surrounding areas only.

For more information or questions /comments contact:

Katie.chipping@nhs.net or HSCCG.ContactUs-PlannedCare@nhs.net

- Requests for paper copies : HSCCG.ContactUs-PlannedCare@nhs.net
- Please post printed copies to: Katie Chipping, Brighton and Hove Clinical Commissioning Group, Hove Town Hall, Norton Road, Hove, BN3 4AH

East Surrey CCG: Patient Participation Group (PPG Stocktake)

You are invited to complete this [survey](#) to enable East Surrey Clinical Commissioning Group (CCG) and the PPG network Chair to understand the role and activities of PPGs along with the skills and expertise of PPG members. The results will be published on our website, shared with the PPG network for dissemination to PPG members and used to help progress the membership and work of PPGs.

Survey closes 3rd December 2018

Pharmacy Patient Information Leaflets

Our pharmacy colleagues have been busy drafting Patient Information Leaflets (PILs) to explain some of the possible changes to people's prescriptions.

We are keen to ensure that this information is easy to understand and would value your comments on the drafts below. Simply click on the icons below to open the documents,



Generic and Branded
Medicines PIL draft v:



General PIL draft
v16.docx

And send any feedback to;

Wendy Johnstone

Senior Pharmacy Technician (East Surrey) RegPharmTech, MPharmT

Surrey Downs Clinical Commissioning Group (Hosted Service)

Surrey Downs CCG, Cedar Court, Guildford Road, Leatherhead, Surrey, KT22 9AE

Mobile: 07825 364434

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