



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,

Is it too early to wish you all a good Summer? This year seems to have flown by already – probably a sign of how busy everyone has been and the pace of change within East Surrey CCG.

I guess the first piece of news that I must share is about the outline proposals that are being discussed around the future commissioning arrangements for our CCG.

You may know that the Governing Bodies from the Sussex and East Surrey Commissioning Alliance have been exploring how commissioning can be done more effectively in future to bring greater benefits for our populations. As a result of these discussions, later this month, our Governing Body will consider whether East Surrey CCG should formally integrate with the Surrey Integrated Care System, working across our local authority footprints:

If this proposal is agreed by the Governing Body, recommendations to formally apply to NHS England for approval of the merger will then be discussed with the GP membership.

There are many reasons why these changes are being considered now, it essentially boils down to three main factors:

Firstly, it is widely recognised that our individual CCG is no longer able to operate and commission effectively and efficiently for the changing needs of our populations. This is due to the relatively small size of ESCCG.

Secondly, our local health and care system has to respond to the expectations of the NHS Long-Term Plan, which outlines a fundamental shift in how CCGs will work and how future commissioning will be done. This involves the expectation of greater integration with local authorities and other partners.

Thirdly, all CCGs across the country are required by NHS England to reduce their running costs by 20% by April 2020. This represents a significant proportion of the running costs for each individual

CCG and it is clear we will no longer be able to work as an independent organisation in the future. Changing the configurations of the CCGs and streamlining our ways of working will help us achieve the required cost reduction, while also being able to commission effectively for our populations.

Our Governing Body recognises that these proposals would not only address the three points above, but also provide the foundation to develop a new model of commissioning that focuses on more integrated work with local authorities to improve population health outcomes and a reduction in health inequalities.

The exploration work that has already taken place has been very positive and we are confident that we will have a clearer picture of how the system can work effectively in the coming months. I will keep you updated, but wanted you to be aware of the proposed changes as early as possible.

We have now collated the responses to Our Health, Our Care, Our Future campaign – explaining the NHS Long Term Plan and gathering views on our own local plans. The Summary Report can be found on our website <https://www.eastsurreyccg.nhs.uk/get-involved/our-health-and-careour-future/our-health-and-careour-future-findings/>, with a full report expected very soon, but essentially what we have heard will contribute to the future development of health and care services in East Surrey.

We have been thinking about how we can improve Patient and Public Engagement locally across all our GP practices, as well as setting up Patient Reference Group meetings to be more engaging to attract existing and new patients/PPG representatives. With this in mind, I have proposed an “extraordinary” Patient Reference Group meeting in June.

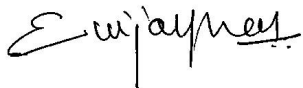
Extraordinary in that I would like to extend the invitation to any actively engaged patient - be that Patient Participation Group (PPG) members (virtual members included), Practice/Patient/Health Champions, the voluntary sector and community and faith groups. We need to start thinking about all of us working more closely within Primary Care Networks (PCNs) as they offer an exciting way of sharing precious resources to meet patients' needs. The views of patients and the public, from all parts of our community, are important in how we start to implement the NHS Long Term Plan and develop PCNs.

We are currently working on an agenda and will welcome any proposals from you and your PPG to maximise attendance. If you have any ideas, questions or would like to attend for the first time please contact Carol Rowley carol.rowley4@nhs.net

The meeting will take place on **Thursday 27 June 2019 (7.00-9.30pm) at Nutfield Lodge, Nutfield Lodge, Nutfield Road, Redhill, Surrey RH1 4ED** and I hope that you will be able to encourage as many of your practice representatives/population to attend as possible.

And 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

Surrey and Borders Partnership 
NHS Foundation Trust

Freephone NHS helpline available 24 hours a day set to improve access to mental health crisis support

People living in Surrey and North East Hampshire can now access specialist mental health advice and support round the clock - with the launch of a new and improved helpline.

The Mental Health Crisis Helpline is an NHS telephone service run by Surrey and Borders Partnership NHS Foundation Trust. Lines are manned by trained call handlers who support local residents who are concerned about themselves, or a friend or relative, in mental health crisis. Previously an evening and weekend service, the Mental Health Crisis Helpline is now open 24 hours a day, seven days a week, and can be accessed completely free of charge thanks to a new freephone number: **0800 915 4644**.

If you have hearing or speech difficulties you can access the helpline using the Next Generation **Text Service** by dialling **18001 0800 915 4644** from your text phone or Smartphone app.

For more information visit www.ngts.org.uk You can also contact them by SMS text. Send a brief message outlining your reason for getting in touch to 07717 989024 and you will receive an SMS text in response.

Surrey and Borders Partnership 
NHS Foundation Trust

Finding your way - a directory of services for people bereaved by suicide in Surrey and North East Hampshire

Surrey and Borders Partnership NHS Foundation Trust has published 'Finding your way', a directory of local services for people who have been bereaved by suicide in Surrey and North East Hampshire. The booklet was co-produced with people who have been bereaved by suicide, third sector services and health and social care professionals.

The directory contains a range of specialist suicide bereavement services in the local area, such as:

- Peer support groups
- Crisis support
- Specialist support for children
- Counselling for the bereaved
- Pastoral support from faith groups
- Befriending networks
- National and local charities (including the Surrey Suicide Bereavement Service)
- Apps, books and websites
- Information about inquest and coroners.

The booklet is free and can be downloaded from the website at <https://www.sabp.nhs.uk/finding-your-way> 4

There are also a small number of hard copies available that you can request by contacting communications@sabp.nhs.uk



Carers Week 2019 10 - 16 June 2019

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

The campaign is brought to life by thousands of individuals and organisations who come together to

organise activities and events throughout the UK, drawing attention to just how important caring is.

You are a Carer if you look after someone who...

- has a physical disability
- has a learning disability
- has a mental health issue
- is unable to manage alone
- is ill or frail
- is in need of constant supervision

And the care you provide is unpaid.

The person you care for may be...

- a relative, a friend, a child, a partner, a neighbour
- living with you or some distance away
- any age group

In East Surrey we are lucky enough to have two Carer organisations offering essential help, advice and companionship.



“Giving Carers in East Surrey a Choice”

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

Since 1996 we have been offering free, confidential and independent advice and information to support Carers.

Many Carers find that talking to others who are also caring can really make a difference!

We can put you in contact with Carers support groups in your area. We will also assist you to arrange the help you need to attend meetings, e.g. transport.

Who We Are

We are a Carers' Support Team who is here to help you if you are caring for or supporting someone who could not manage without your help. This could be a wife, husband, family member or friend with a physical or mental health difficulty; they might be an adult or a child. We are Carer-led with a Management Committee, board of Trustees, made up of Carers or former carers who work with the

paid staff to make sure we are consulting Carers and working on your behalf in the ways that you want us to. You can contact Theresa, Faye or Eva at the office on 01883 745057, email us on info@escsa.demon.co.uk We also have a Facebook page and are on Twitter.



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. This includes [GPs and Primary Care professionals](#).

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 and activities for young carers, moving and handling information and advice and support on issues relating to learning and work.



We've got lots of events and stands across Surrey and welcome all carers to come and talk to us about the issues and concerns they are facing or simply connect with other carers on a day out.

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

For advice and support for adult carers please telephone **0303 040 1234** or email: CarerSupport@actionforcarers.org.uk

For advice and support for young carers please telephone **01483 568269** or email: syc@actionforcarers.org.uk



Come and explore Orpheus at our Open Day

Our **Open Day** on **29 June 2019** will provide you with a fantastic opportunity to get a glimpse of Orpheus life. Come and enjoy the family-friendly activities, exciting fete stalls, delicious food and lots more. As always, Orpheus staff and students will be on hand to answer any questions, provide tours and share their passion for the Centre.

What's more, there will be a fantastic variety of student performances, workshops and exhibitions of student work throughout the day. From moving performance poetry and exciting drama pieces to music and film making workshops, there will be something for everyone to enjoy and be inspired by. There is nothing like seeing the work Orpheus do in person to see the impact it has on the lives of young disabled adults. **[Find out more here!](#)**

When: Saturday 29 June 2019, 10:00am-4:00pm

Where: The Orpheus Centre, North Park Lane, Godstone, RH9 8ND

So invite your friends and family and come and join us! Take part in all the fun and enjoy a fantastic day of entertainment. There is plenty of parking and **entry is free and open to all.**

We look forward to seeing you soon!



Music making for Emotional Health

Find your inner creativity and discover how music can improve emotional wellbeing by enrolling on this short Introduction to Music Making course. All instruments are provided, but you may bring your own if you like.

Topics include:

- ✓ Playing instruments in fun, unconventional ways
- ✓ Group improvisation with basic instruments
- ✓ Learning basic music composition

Tutor: Alex Livermore

Free of charge. This course is for users of mental health services aged 19+.

Where: The Old Moat Garden Centre, Horton Lane, Epsom, KT198PQ

When: Tuesday 4th and 11th June

Time: 1.30pm – 3.30pm (2 week course)

To book please contact: Debbie.Dibble@RichmondFellowship.org.uk

Tel: 01372 731971, 07825 054018

Book soon to avoid disappointment!



Key Adult Social Care Publications

We have a small library of key publications which we provide to people who use services, carers and families, if they are seeking more information that they can take away and read. They are listed below for your convenience.

Online copies are available in our [publications library](#). This holds a wider selection of publications.

If you need to order larger quantities please email adam.roberts@cds.co.uk

If you are responsible for noticeboards or hold any literature helpful to groups or communities, please review them regularly and arrange to recycle out of date information. If you have any queries please email: asc.engagement@surreycc.gov.uk

- ***Care and support for adults in Surrey – information for you or someone you care for (currently being revised)***
 - ***Surrey Information Point postcard – helping direct residents to the directory of local support options***
 - ***Keeping you safe from abuse: safeguarding***
 - ***Looking after someone? A brief guide on carers support in Surrey***
 - ***Is this you? A leaflet for young people caring for others***
 - ***Paying for care – comprehensive information on all aspects of paying for care***
 - ***Direct payments in Surrey including pre-paid accounts***
 - ***Need help finding independent financial advice about care arrangements – key information for self funders***
 - ***Care and Support Services in Surrey – comprehensive information on explaining social care and includes listings of regulated home care providers and care homes in Surrey***
 - ***Young adults with disabilities transitioning to adulthood (being reviewed)***
-



Independent Health Complaints Advocacy service

Most of us use the NHS at some point in our lives and many of us use these services regularly.

Whilst the NHS works hard to make sure that people are satisfied with the services sometimes things do go wrong. The [NHS complaints procedure](#) is in place to make sure that issues are resolved at a local level.

We understand that you might need support to make a complaint about an NHS Service. We are able to provide **free, confidential and independent support** and assistance to people who live in Surrey. [Healthwatch Surrey](#) has commissioned us to provide this service.

What do we do?

Advocates aim to help you represent your own interests and can support you through the whole NHS complaints process. They can explain what options are open to you and then support you to take whatever action you need to.

Throughout the process we want to ensure that:

- You are in control of decisions which are made about you
- Your experiences, views, wishes and feelings are heard
- You can contribute to improving the health and care services you use

Our advocates will only do what you ask them to and will not try to tell you what to do.

We can:

- Answer your questions to help you make decisions
- Send you an information pack that explains the full process
- Help you write letters to the right people
- Provide you with one to one support and explain your options
- Prepare you for meetings and attend with you
- Monitor the progress of your complaint and help you to get the best possible resolution

Please note that we cannot:

- Give you legal or medical advice
- Provide counselling
- Help you complain about a private healthcare provider
- Get an NHS employee disciplined
- Provide a secretarial service

If you would like our help or to find out more about NHS Health Complaints Advocacy, please contact us.

Telephone: 01483 310 500

Text: 07704 265 377 (this number cannot take voice calls)

Email: nhsadvocacy@surreyilc.org.uk

Post:

Surrey Independent Living Council

Astolat

Coniers Way

Guildford

GU4 7HL

Please note that our advocates are often out of the office. If you would like to meet with someone in person, please contact us by phone, email or post first to book an appointment. We regret that it is unlikely that someone will be available to meet with you if you do not have an appointment.



Public Health
England

MMR vaccination call following high numbers of measles cases

Outbreaks of measles prompt Public Health England to call for anyone who is eligible to get vaccinated.

Public Health England (PHE) is calling for all parents to get their children vaccinated against measles, mumps and rubella (MMR) when the vaccine is offered, or for them to take it up now if they didn't have it at the scheduled time.

In the first quarter of 2019, there were 231 confirmed cases of measles. This figure is slightly lower compared to the same quarter last year. As measles is highly infectious, anyone who has not received 2 doses of MMR vaccine is at risk, particularly unvaccinated people travelling to countries where there are currently large outbreaks of measles.

The recent measles cases are primarily occurring in under-vaccinated communities, particularly those with links to other countries with ongoing measles outbreaks. There has also been some spread into the wider population, such as those who may have missed out on the MMR vaccine when they were younger.

Dr Mary Ramsay, Head of Immunisation at Public Health England said:

“Measles can kill and it is incredibly easy to catch, especially if you are not vaccinated. Even one child missing their vaccine is one too many – if you are in any doubt about your child’s vaccination status, ask your GP as it’s never too late to get protected”.

“There are measles outbreaks happening across Europe so if you are planning to travel, make sure you check with your GP and catch-up if needed”.

Voluntary Sector Organisation of the Month



MHA - East Surrey Live at Home

Reigate and Redhill LAH & Banstead LAH

We are very lucky to have two “Live at Home” schemes in Surrey; Reigate and Redhill Live at Home and Banstead Live at Home – together they come under the umbrella of **East Surrey Live at Home**.

Each scheme offers support to older people living in their local area Reigate and Redhill LAH (Redhill, Reigate, Horley, Merstham and surrounding areas) and Banstead LAH (Tadworth, Banstead, Lower Kingswood, Burgh Heath and surrounding areas) to live their later life to the full.

We strive to develop and deliver relevant, affordable and accessible services which help maintain independent living, improve health and well-being and reduce isolation through encouraging strong social networks. We currently have over 180 members and over 140 volunteers who support our work generously with their time and skills.

There are various roles of a LAH Volunteer, from driving to cooking, helping out at the weekly clubs, befriending and holidays and day trips out. We are always looking for more volunteers to join the LAH family.

Reigate and Redhill services currently include three weekly day Clubs in Reigate, Redhill and Horley, monthly escorted shopping trips, monthly coffee mornings, monthly ladies pub lunches and monthly gentleman pub lunches, a befriending service, a handyman service, seasonal outings and

an annual holiday.

In addition we run two Clubs specifically for those living with dementia and their carers in Redhill 'Decaf' and a new Decaf now in Merstham. These Clubs are supported by a higher number of volunteers to ensure both member and carer have a relaxing and enjoyable time.

Banstead LAH is a relatively new scheme running two weekly clubs, Melodies with Memories a Dementia friendly club with Music Therapy and support for the carers with a light lunch and refreshments and Natter over the Platter which is runs from Tadworth offering entertainment, activities and a light buffet lunch also.

They are also now offering a new monthly Pub lunch and looking to start in July a Cheerleading club focusing on health and well-being. Befriending is also a most needed service offered to the more isolated members of LAH.

If you are interested in knowing more about our two schemes and the services they offer, for yourself, family member or neighbour please do give us a call. We would love to hear from you.

MHA Reigate and Redhill Live at Home contact details are Tel 01737 780610 email EastSurreyReigate&Redhill.LiveatHome@mha.org.uk

MHA Banstead Live at Home Scheme contact details are Tel 01737 816247 or 07968 351211
Email EastSurreyBanstead.LiveatHome@mha.org.uk

If you are met with an answerphone recording please do leave a message and someone will get back to as soon as they can.



MHA is an award-winning charity, helping to improve the lives of over 18,000 older people across Britain. Through specialist care homes, retirement living schemes and vibrant community projects, we have been enabling people to live later life well for over 75 years.



Testimonials from Live at Home members

“We appreciate being recognized as human beings not just invisible as old men and old women and having time to talk to us and listen to what we say.”

Stewart from Reigate Club

“I can honestly say that Live at Home has lifted my spirits and opened doors to new friends and acquaintances.”

A new member to the scheme

Get involved – Your opportunity to have your say

healthwatch
Surrey

Healthwatch seeks the views of residents who receive care at home

Healthwatch is currently gathering experiences from people receiving paid-for care in their own home. They are especially interested in people who receive daily visits and people whose care is funded by Surrey County Council (SCC). They will use this information to make recommendations to help shape future services for everyone. Everyone they interview will receive a £30 thank you gift.

For more information contact Tessa Weaver on 01483 572 790 or email research@healthwatchesurrey.co.uk



Consultation on Surrey County Council's Draft Statement of Community Involvement (SCI)

Surrey County Council is welcoming views on our Draft Statement of Community Involvement (SCI) between 7 May and 18 June 2019.

The draft SCI sets out how and when individuals and organisations can be involved in the preparation of Surrey County Council minerals and waste plans and the determination of planning applications for minerals and waste development and our own development such as schools.

To view the draft SCI and to find a consultation response form please visit the Minerals and Waste Planning Policy webpage for the consultation: <https://www.surreycc.gov.uk/land-planning-and-development/minerals-and-waste/statement-of-community-involvement-consultation-2019>

Hard copies of documents will be available to view at district and borough offices. If you have any questions about the consultation or you are having difficulty in accessing the documents please contact Surrey County Council by emailing mdf@surreycc.gov.uk or by calling 03456 009 009 or texting 07860 053 456.

"Extraordinary" Patient Reference Group meeting



We have been thinking about how we can improve Patient and Public Engagement locally and would like to invite any actively engaged member of the public or representative to attend this meeting.

We will be discussing the new Primary Care Networks (PCNs) and how they may provide an ideal “cluster” or forum for considering community activities, new ways of working together and the sharing precious resources to meet our patients' needs.

The views of patients and the public, from all parts of our community, are important in how we start to implement the NHS Long Term Plan and develop PCNs.

The meeting will take place on **Thursday 27 June 2019 (7.00-9.30pm) at Nutfield Lodge, Nutfield Lodge, Nutfield Road, Redhill, Surrey RH1 4ED** and I hope that you will be able to encourage as many of your practice representatives/population to attend as possible.

If you have any ideas, questions or would like to attend for the first time please contact Carol Rowley carol.rowley4@nhs.net

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