Dear Friends,

Welcome to the August edition of Patient Round Up.

I did say that Summer was on the way and phew have we found that out over the past weeks!

As we kick off the long summer break, it’s really important to take common sense precautions in the hot weather and follow our NHS top tips like drinking plenty of water, using high-factor sunscreen and taking allergy medicine where it’s needed.

I would like to start by urging everyone to check on vulnerable neighbours and the elderly to make sure they are safe and well during extreme weather.

While the effects of too much sun can affect anyone, some are more at risk to the danger of hot weather including:

- Young children, babies, and the elderly, especially those over 75;
- People with serious chronic conditions and mobility problems such as Parkinson’s disease or those who have had a stroke, and;
- People on certain medications, including those that affect sweating and temperature control.

The NHS has published ten top tips for staying cool in the hot weather:

1. Shut windows and pull down the shades when it is hotter outside. You can open the windows for ventilation when it is cooler.
2. If you’re vulnerable to the effects of heat, avoid the sun during the hottest part of the day (11am and 3pm).
3. Keep rooms cool by using shades or reflective material outside the windows. If this isn’t possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
4. Have cool baths or showers, and splash yourself with cool water.
5. Drink plenty of fluids and avoid excess alcohol – water, lower-fat milks and tea and coffee are good options.
6. Listen to alerts on the radio, TV and social media about keeping cool.
7. Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
8. Identify the coolest room in the house so you know where to go to keep cool.
9. Wear loose, cool clothing, and a hat and sunglasses if you go outdoors.
10. Check up on friends, relatives and neighbours who may be less able to look after themselves.

I would like to thank all of those who attended our **Annual General Meeting** on the 18 July where we heard in further detail our Governing Body’s decision to formally apply to NHS England for approval to integrate with the Surrey Integrated Care System, working across our local authority footprints. This makes complete sense to me and I believe that it is the best decision for our patients. What this integration will look like and what it will mean for our organisation has yet to be decided but I will keep you posted in future editions.

The AGM gave us an opportunity to look back on our achievements and challenges over the past year, as well as our plans for the future. Our Annual Report 2018/19 summary is available on our website but if anyone would like a hard copy please contact Carol at carol.rowley4@nhs.net

Following on from the useful feedback from one of our readers, we have included a second article about another of our key our local “players” **First Community Health and Care** which I hope you will find interesting and informative.

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,

[Signature]

Dr Elango Vijaykumar

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**What does First Community do?**
First Community provides front-line NHS community healthcare services in east Surrey and parts of West Sussex for adults, children and families. Our customers are the 180,000 people living in east Surrey, where we provide most of our services plus local people in West Sussex where we provide audiology and dietetic services.

Our services include:

- Community nursing (including district and specialist nursing)
- Wide range of therapies provided in clinics and at people’s homes
- A rehabilitation ward
- Minor injury unit open 7 days a week
- Children and family services under the Children and Family Health Surrey brand.

Our vision is to ‘Rejuvenate the wellbeing of our community’ and this is realised by providing first rate care, through first rate people and offering first rate value. Our three-year company strategy focuses on integrated working, involving our patients in our work, and investing in our workforce. We also work in partnership with voluntary sector and statutory providers.

What are the biggest challenges for First Community?

Our challenges are not unfamiliar to other providers of health and social care, in that to ensure successful delivery of our plans and the best possible outcomes for our population we face challenges in:

- IT infrastructure investment and aligning IT services across system pathways for health and care
- Workforce recruitment and retention to clinical and support roles

How does First Community fit in with the new;

Integrated Care System (ICS)

From Monday 15 July, First Community Health and Care joined the Surrey Heartlands Integrated Care System (ICS). This means we will now align to local authority boundaries.

This will enable us to focus on closer alignment with Surrey County Council and our integration agenda, as well as the delivery of the Surrey Health and Wellbeing Strategy. We will continue to contribute to local place-based plans and will work collaboratively across local systems.

Integrated Care Partnerships (ICPs) and Primary Care Networks (PCNs)

This new way of working will be supported by further development of 'Integrated Care Partnerships
(ICPs)’, which are developing across local geographies to ensure we can provide services more effectively. These will need to retain the relationships at local level as well as strengthen primary care within the new developing ‘Primary Care Networks’.

Within East Surrey, the 17 practices have recently organised themselves into five local networks Primary (PCN’s) to provide care at greater scale by sharing staff and some of their funding. First Community are working with the networks to ensure our services are aligned to each network and to provide operational and clinical leadership within each network. Going forwards this will include initiatives such as each network having a first contact physiotherapist and providing more proactive care to patients at high risk of poor health outcomes.

To find out more please visit our website;
https://www.firstcommunityhealthcare.co.uk/

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**East Surrey Walking for Health programme**

Here is the new East Surrey Walking for Health programme for Summer/Winter 2019 to share amongst teams, friends and colleagues.

The YMCA have a four new walks in collaboration with three of our GP surgeries, led by trained health champions from each surgery;

- Birchwood Medical Practice
- Elizabeth House
- Townhill Medical Practice

They also have a walk for wellbeing, in collaboration with Richmond Fellowship, focusing on mental wellbeing throughout the walk.

We hope you can encourage as many people as possible to attend these walks. All walks are risk assessed and led by volunteer walk leaders.
Walking is a free and accessible form of physical activity, helping to manage or improve a range of health conditions.

Over the next coming weeks we will be delivering hard copies of our walks programme and newsletter to all surgeries for patients to access.

If you have any further questions about the walks or require information about suitable walks for individuals, please do not hesitate to contact myself or Julie our Walking for Health Coordinator on Julie.Haslett@ymcaeastsurrey.org.uk.

Do you have diabetes?

Diabetic eye screening is a free NHS test for people who have diabetes and are aged 12 and over. Diabetic eye screening is important as it helps to prevent sight loss. As someone with diabetes, your eyes are at risk of damage from diabetic eye disease (diabetic retinopathy). Screening can detect this condition early before you notice any changes to your vision.

Your doctor or diabetic nurse can show you ways to look after the sugars in your blood which will slow diabetes damage down.

In the eye, the blood sugars can make the blood vessels thinner and making them leak, bleed or get blocked. This most often happens in the vision out of the corner of your eye, also known as the
peripheral vision.

During the test, by putting drops in the eyes to make the pupils bigger, we can see any tiny changes before the eye sight has changed. Most people do not have signs of eye disease, which means an appointment only once a year, but if we see the blood vessel damage could cause blindness, we will ask a doctor at the hospital to look. There are treatments that can help.

We have 14 eye screening clinics all over Surrey and the appointment only takes 40 minutes. The eye drops will affect your vision for a while afterwards, so you should not drive following the appointment, but every clinic has a bus or train stop nearby, or parking if someone else is driving.

If you have diabetes and your doctor is in Surrey, please call or e-mail us to book an appointment, or visit our website for more information. If you know someone with diabetes, please share this information with them.

REMEMBER: Eye screening is just a part of managing your diabetes, and diabetic retinopathy is treatable, especially if it is caught early.

Surrey Diabetic Eye Screening Programme, Farnham Hospital, Hale Road, Surrey, GU9 9QL
01483 671300 Miul.administration@nhs.net

Ordering Contraception Online

Online contraception is now available for over 18 year olds in Surrey as part of the integrated sexual health contract. Surrey residents can now order the pill online.

When completing the form online Surrey residents will be asked to complete a health self-assessment. Every questionnaire is reviewed by a clinician and if any answer indicates that someone is not eligible for contraception, or a more detailed face-to-face clinical consultation is required, then the service will contact them. Central and North West London Sexual Health services also offers home-testing kits in Surrey too.
Free advice on NHS Continuing Healthcare

Beacon is the nationally appointed expert adviser on any aspect of NHS Continuing Healthcare. It is a UK-wide social enterprise which has helped thousands of people to understand the eligibility criteria, navigate the assessment process, understand the Decision Support Tool and the assessment, review a decision, or begin an appeal. Contact the free NHS Continuing Healthcare Information and Advice Service on 0345 548 0300. Leave a voicemail or complete their Contact Form, and a member of their team will be in touch within 72 hours.

Help in the Community

Two issues frequently raised by our communities are the gap in both transport provision and meals on wheels in East Surrey.

Marnie Cotterill, Commissioner for Adult Social Care, has kindly compiled the following information, which may help:

Alternatives to meals on wheels

https://www.parsleybox.com/

Voluntary Transport Schemes

Tandridge
Caterham Car Scheme - 01883 732 791
Oxted Link - 01883 713 333
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care in East Grinstead (Lingfield, Dormansland)</td>
<td>01342 410 086</td>
</tr>
<tr>
<td>Tatsfield Helpline</td>
<td>01959 577 749</td>
</tr>
<tr>
<td>Transport &amp; More ~(S Godstone, Godstone, Blindley Heath)</td>
<td>07522869636</td>
</tr>
<tr>
<td>Woldingham Good Neighbours Scheme</td>
<td>01883 652 545</td>
</tr>
<tr>
<td>Bletchingley Village Transport Scheme</td>
<td>01883 744 026</td>
</tr>
<tr>
<td>Nutfield Good Neighbours Scheme</td>
<td>07809 900661</td>
</tr>
<tr>
<td><strong>Reigate &amp; Banstead</strong></td>
<td></td>
</tr>
<tr>
<td>Merstham Neighbours Scheme</td>
<td>07733 555 316</td>
</tr>
<tr>
<td>Age Concern Banstead</td>
<td>01737 370 078</td>
</tr>
<tr>
<td>Age Concern Merstham, Redhill, Reigate</td>
<td>01737 642 656 / 01737 645 636</td>
</tr>
</tbody>
</table>

**A Good Neighbour Scheme for Godstone, South Godstone & Blindley Heath**

Transport and More is a voluntary initiative run by a group of residents who want to help local people enjoy a better quality of life and help maintain their independence.

Their volunteers provide help for local residents who need assistance where other transport options, or no other friends or family can help, such as transport to medical appointments, form filling, shopping and small DIY jobs.

There is no charge for our services, however they do request a donation towards their costs. All volunteers are DBS checked and insured.

They do require at least 48 hours notice to respond to any requests.

Call weekdays 10 am to 12 noon (except Bank Holidays)

07522869636 or email [transportandmore17@gmail.com](mailto:transportandmore17@gmail.com)
CQC’s Declare Your Care campaign launches

Care Quality Commission (CQC) is running a national year-long campaign called ‘Declare Your Care’. The campaign seeks to encourage people to speak up about their care.

This month the focus is on people from black and ethnic minority (BME) communities. Research shows that people from a BME background are less likely than others to raise concerns about the standard of care they receive, particularly about mental health issues.

CQC has worked with the Race Equality Foundation to develop videos of people sharing their stories along with other resources. For more information visit Declare your care – People from black and ethnic minority communities.

An independent specialist college for young disabled adults with a passion for the performing arts.

ORPHEST Music Festival

Following the success of last year’s Godstonebury Festival, we are pleased to launch our brand new music festival for 2019 - ORPHEST, kindly sponsored by Gatwick Airport. This family friendly festival will be held on Saturday 31 August 2019 at the Orpheus Centre, Godstone, Surrey RH9 8ND.

This one day festival will feature bands across two stages, a kids zone, performance area, arts and crafts stalls, workshops, food stalls and of course a bar from 12-7pm. All profits raised will fund the amazing work at the Orpheus Centre.

Tickets: £15 per adult, £10 concessions and children under 12 and personal assistants are FREE.

https://www.orpheus.org.uk/Event/orphest
Hoardings and Decluttering Support Group

A friendly and relaxed group designed to assist, support and share ideas between people with any level of hoarding issues, or those in need of decluttering.

Next meeting - 5th August 2019 at 4pm, Merstham Hub, 2 Portland Drive, Merstham. RH1 3HX

All are welcome, tea and coffee provided.

Enquiries to info@mcft.org.uk
East Surrey Live at Home

Living Later Life Well Event

MHA - East Surrey Live at Home would like to invite you to an Afternoon Tea (cakes and refreshments provided) Where we can share with you all the services Live at Home are offering in your Community.

Where: St Johns Church, Church Road, Redhill RH1 6QA  Time: 12pm- 2.30pm  When: Friday 13th September 2019

If you would like to come along for an opportunity to know more about Live at Home. Please confirm your attendance with Tanya Stafford
Email: EastSurrey.liveathome@mha.org.uk  Telephone 07748 207548

We look forward to seeing you.
Surrey Pride

**Pride In Surrey 2019** will be the first LGBTQ+ Pride event for Surrey. The confirmed date is Saturday 10th August with a parade running throughout Woking town followed by Pride Celebration in Woking Park.

Every effort will be made to ensure the Pride Park (Woking Park) is as accessible as possible.

Please visit [Prideinsurrey.org/accessibility](http://Prideinsurrey.org/accessibility) for more information.

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**Get involved – Your opportunity to have your say**

Are you looking for volunteering opportunities within the East Surrey or Surrey Downs area?

We are looking for more volunteers to support us in our community listening and community promoter roles. As a volunteer community listener or promoter you can help to ensure local people have a say on how health and social care services in your area are run.

If you live in the East Surrey or Surrey Downs area and have a few hours a week you can spare
to make a real difference in your communities get in touch. For more information, call us, message us or visit our website.

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NHS England seeking your views on access to general practice services

NHS England is reviewing access to general practice services with the aim of improving patient access during normal practice opening times as well as over the evenings and weekends. The aim of the review is to reduce variation in access and improve patient experience. As part of this, the review will also be considering how other services impact on access to general practice, for example digital services and NHS 111.

Patients and members of the public are invited to attend an event on Tuesday 20 August (10.00am – 4.00pm) at the Ambassadors Bloomsbury Hotel, 12 Upper Woburn Place, Bloomsbury, London, WC1H 0HX to provide their feedback. In addition, the event will provide an opportunity to find out more about new local primary care networks. These are groups of general practices working together with other local services which have been established to provide more coordinated care to their communities. You can find out more on the NHS England website.

Please email england.accessreview@nhs.net to register your interest to attend. Travel to London can be booked in advance by the Access team where requested.

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Join a committee

NICE committees and working groups are made up of health, social care and other professionals, along with practitioners and technical experts. Other committee members include patients, service users, carers and members of the public.

https://www.nice.org.uk/get-involved/our-committees/join-a-committee

For more information about how we involve patients and the public in NICE’s work please visit our get
Have your say about council services survey

Almost 2,500 households have been randomly selected to take part in a survey about Tandridge District Council services.

The Have your say about council services questionnaire will help the Council find out what residents think about the services the council provides, the area they live and how well the Council communicates with them to see where improvements could be made.

In addition, this survey asks questions about:

- How residents make use of the parks and open spaces and what improvements they would like to see to enhance people’s enjoyment of these spaces.
- Local polling stations and how convenient these are for voters.

A copy of the survey is also available on the website www.tandridge.gov.uk/survey.

Councillor Tony Elias, Leader of the Council, said: “We want to know how residents feel about the services we provide. Keeping residents and businesses informed is very important and we want to..."
Are you LGBTQ and live with cancer? Or do you support LGBTQ people living with cancer, either as a volunteer or professional? Do you live, work or study in Sussex or East Surrey?

Macmillan Cancer Support and Switchboard have launched two surveys, to get a better understanding of the needs and experiences of LGBTQ people living with cancer in Sussex and East Surrey.

This research is part of an ongoing programme of work to better understand the specific experiences of LGBTQ people with cancer and how they can be better supported.

It builds on research the two organisations carried out last year to explore the needs of LGBTQ people with a cancer diagnosis in Brighton.

Some of the concerns raised by people included a lack of LGBTQ-specific information and support and LGBTQ people being afraid to disclose their sexual orientation or trans status because of fears about homo-/ bi- /transphobia.

Valentine Mulholland from Hove was diagnosed with breast cancer four years ago. She said:

“Going through my cancer diagnosis and treatment was challenging enough for my partner and I without having to struggle for our relationship or my sexuality to be recognised by healthcare professionals.

“Whilst my cancer nurse and oncologist in Brighton were brilliant, the couple of issues we encountered outside that reinforced the importance of making sure all those professionals and agencies supporting those with cancer are aware and fully inclusive.”

Besides the surveys – one for LGBTQ people living with cancer and another for professionals and volunteers working with this community – the two organisations will be at various Pride events in the summer to help encourage as big a response as possible.
Dawn Draper, Chair of the Board of Trustees at Switchboard, said: “Every person diagnosed with cancer should have access to appropriate support that treats them as a person with a life and not only a disease. We are proud to partner with Macmillan once again to ensure that LGBTQ people living with cancer receive this kind of care.

“Last year we worked together to identify inequalities in care, support, and resources among LGBTQ people living with cancer in Brighton and Hove. By expanding our research to East Surrey and Sussex we hope to build recommendations for inclusive and affirming care for all LGBTQ people living with cancer.”

Emma Frost, Macmillan Engagement and Volunteering Manager, said: “Macmillan wants to put people living with cancer at the heart of everything we do. So we’re proud to be working in partnership with Switchboard to better understand the needs and experiences of LGBTQ people living with cancer in East Surrey and Sussex. This will deepen our understanding of the specific issues LGBTQ people may be facing, and the support they need, to inform our future work.”

Switchboard will also hold individual interviews and two focus groups this Summer, to learn more about the experiences of community members and professionals. People can contact jessica.sandelson@switchboard.org.uk to find out more about either of those.

Links to survey:


If people need help accessing the survey and require it in a different format (large font, translated, printed copies, BSL translation etc.) please email Jessica.sandelson@switchboard.org.uk

Reigate & Banstead 2025
Reigate & Banstead 2025 explains the council’s proposed priorities for the next five years, and explains how the council will deliver services to those living, working and spending time in Reigate and Banstead areas. The council is now giving local residents, businesses and partner organisations a chance to have their say about how it should focus its activities and services over the next five years.
Visit their website and view a copy of Reigate & Banstead 2025:  www.reigate-banstead.gov.uk/rbbc2025
Fill out their online survey via the above website
Email your comments to rbbc2025@reigate-banstead.gov.uk
Send your comments to Reigate & Banstead 2025, Reigate & Banstead Borough Council, Town Hall, Castlefield Road, Reigate, Surrey RH2 0SH
Follow the Council on Twitter, Facebook and Instagram

They will be able to accept comments until 5pm on Monday 16 September 2019.

The draft plan and survey form are available as paper copies, large print copies and in alternative languages on request. If your organisation would like copies of posters, summary leaflets or a set of presentation slides about ‘Reigate & Banstead 2025’ please email Cath Rose at rbbc2025@reigate-banstead.gov.uk

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