

Briefing for local stakeholders with an interest in social care, health and communities

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



Monthly briefing

Information correct as of 22 February 2024

New mental health professional referral form launched

A new mental health professional referral form has been launched by Surrey County Council's Adults, Wellbeing and Health Partnerships service.

The referral form has been co-designed with professionals to enable them to refer any individuals whose mental health needs affect their daily life and has a significant impact on their wellbeing, in accordance with [Care Act 2014 eligibility criteria](#).

The service also has joint responsibility with the NHS for assessing and supporting people who have [S117 aftercare needs](#).

The referral form enables the collation of more information about the individual which will support the Mental Health Duty Team to be able to process referrals quickly and more efficiently, minimising further deterioration in mental health for residents.

If you are working in an NHS organisation, Surrey Police, a care provider, local council or the voluntary community and faith sector and wish to make a mental health referral to the duty team or the Enabling Independence service, please use the new [mental health referral form](#). Referrals by telephone or email will no longer be accepted.

New Chief Executive appointed for NHS Surrey Heartlands

Karen McDowell has been appointed as the new Chief Executive for NHS Surrey Heartlands Integrated Care Board (ICB) and the Integrated Care System (ICS) with immediate effect.

Karen, who has been Acting Chief Executive for the ICB since last September, following the departure of Professor Claire Fuller, has worked in the NHS for over 27 years.

Karen's prior roles include Deputy Chief Executive and Chief Finance Officer for Surrey Heartlands Clinical Commissioning Group (CCG), Chief Finance Officer at Guildford and Waverley and Merton CCGs, as well as senior positions in London and Greater Manchester.

Her director experience also includes urgent and emergency care, emergency preparedness, ambulance commissioning, primary care, performance and assurance and the COVID-19 vaccination programme.

Further [information about Karen McDowell's appointment](#) is available online.

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Mental Health Investment Fund (MHIF) grants more than £3m to projects across Surrey

The Surrey All Age Mental Health Investment Fund (MHIF) has granted funding of £3.6m to 13 projects that provide innovative, community-focused programmes. This is in addition to the £530,000 that was granted in 2023 to nine projects. These initiatives aim to support the emotional well-being of Surrey residents by focusing on preventing poor mental health and aiding those with mental health needs. This gives people access to early, appropriate support, preventing further escalation of their needs. Additionally, the MHIF has supported projects that work with communities to tackle isolation.

Established in 2022, the MHIF is a joint fund with Surrey Heartlands Health and Care Partnership and is part of the county's No One Left Behind agenda.

Further information about the [successful Mental Health Investment Fund bids](#) is available online.

Measles and MMR uptake

A combination of rising measles cases in London and across England, and the lowest Surrey measles, mumps and rubella (MMR) vaccine uptake rates in a decade, potentially gives the virus a perfect opportunity to take hold and cause outbreaks in unvaccinated populations in Surrey.

Measles is a highly infectious disease that can lead to serious complications such as pneumonia, meningitis, and on rare occasions, it can be fatal.

The MMR vaccine is the safest and most effective protection against measles. Two doses of the vaccine give 99% protection against measles.

It's never too late to catch up, and people can get the MMR vaccine for free on the NHS whatever their age through their GP.

Further information about measles and the MMR vaccine can be found on the following web pages:

- www.nhs.uk/conditions/measles
- www.nhs.uk/conditions/vaccinations/mmr-vaccine.

Update from Healthwatch Surrey

The [Healthwatch Surrey Insight Bulletin](#) reflects the themes heard from local people. This month these are:

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- staff interactions providing a positive experience
- General Practice, mixed opinions
- Pharmacy First?
- what good care means to patients in hospital
- young people not getting the support they need

The [Healthwatch Surrey Quarterly Impact Report](#) highlights the impact made throughout the third quarter of 2023/24.

Additionally, the [Giving Carers a Voice quarterly insight report](#) is also available online.

Autism-Friendly updates

Audit Aims to Ensure Friendly Environment for Autistic Patients

Several East Surrey Place GP practices will take part in an audit this spring, aimed at supporting the development of autism-friendly environments for patients.

Primary Care is working with Surrey County Council on this project, and they have commissioned specialist consultancy Autism Oxford UK to carry out the assessment of practices. All four Places within Surrey Heartlands are taking part.

Peer practitioners from Autism Oxford UK with lived experience will visit and assess practices, using an established sensory environmental screening tool and make recommendations to improve patient experience and immunisation uptake.

The audit will start at the end of March and a report and recommendations will be received in late summer.

Autism-Friendly East Surrey launch event

Autism-Friendly East Surrey is holding a free event in Redhill as follows:

- **Date:** 27 February 2024
- **Time:** 10am - 2pm
- **Venue:** [The Light](#), 3-11 Gallery Walk, Redhill, RH1 1RU

The event is for autistic people and their families, interested members of the public, local businesses and people who work supporting autistic people.

The event aims to:

- raise awareness and understanding of autism

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- share information about where people can find support
- recruit people who want to make a difference as part of the Autism Friendly East Surrey Group
- have some fun

The Light will be running taster activity sessions. Autism by Experience will provide short training sessions in Understanding Autism. The Include Choir will be running a sign and sing session. Organisations will be running stalls to showcase what they offer to support the autism community.

If you have any questions or would like to be involved, please contact:

- **Email:** anna.attah@surreycc.gov.uk

Visit your local pharmacy first for seven minor conditions

People across Surrey can visit their local pharmacy for help with seven minor conditions which would previously have required a GP appointment.

Under the new 'Pharmacy First' service, pharmacists can support people in certain age groups seeking help for sore throats, earache in children, sinusitis, infected insect bites, impetigo, shingles, and urinary tract infections in women by providing advice and, if clinically necessary, offering an NHS medicine to treat it. Should the pharmacy team be unable to help, they will either direct people to the GP surgery or the Emergency Department (A&E) as appropriate.

By thinking 'Pharmacy First', people will find it easier and quicker to get the help they need. People can find the new service at a pharmacy nearest to them using the NHS website:

- **Website:** www.nhs.uk/nhs-services/prescriptions-and-pharmacies.

Post discharge welfare calls following a short stay in hospital

Guildford and Waverley Health and Care Alliance is working in partnership with Mole Valley Life to provide Guildford and Waverley residents with a 'check in' call following their discharge from hospital.

Patients across five wards who live in Guildford and Waverley with a length of stay at hospital between 2-14 days who are returning home on a Pathway 0 (a simple discharge with no formal input from health or social care) may benefit from an initial check in call. This is a non-clinical check in, focussing on welfare, identifying signposting needs and any follow up calls or visits needed.

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On the phone, patients will be speaking to a trained Community Responder employed by Mole Valley District Council. The service is at no additional cost and patients are free to decline the offer of support should they not need or want it.

First Steps wellbeing support now available in Guildford

First Steps to Support is a new free phonenumber to help those facing life's stresses and looking to improve their mental wellbeing, for themselves, their friends or family members.

The friendly staff at First Steps to Support are there to:

- understand what's on your mind, what's troubling you, and what you would like to be different
- work with you to explore the best way of helping you
- guide you to the right support to lighten the load, help you cope better and enjoy life again

The phonenumber is open to residents over 18 in Guildford Borough. The service is only offered over the phone and is not face-to-face.

The contact details for First Steps to Support are as follows:

- **Email:** dohel.firststeps.surrey@nhs.net
- **Telephone:** 0333 332 4753
- **Text (SMS):** 07860 026 657

Further [information about First Steps to Support](#) including opening times is available online.

Joint Strategic Needs Assessment - Housing and Related Support Chapter published

Housing plays a fundamental part in people's wellbeing, their employment, health, and relationships. The Community Vision for Surrey 2030 states, "By 2030, Surrey will be a uniquely special place where everyone has a great start to life, people live healthy and fulfilling lives, are enabled to achieve their full potential and contribute to their community, and no one is left behind".

One of the underpinning principles is that "Everyone has a place they can call home, with appropriate housing for all".

This Joint Strategic Needs Assessment covers all people living in Surrey with focus on priority groups identified during a scoping exercise with stakeholders and developed in partnership with local agencies.

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Key findings have been used to develop a series of recommendations aimed to improve the housing situation and associated health outcomes for all those living in Surrey.

The [Joint Strategic Needs Assessment - Housing and Related Support Chapter](#) is available online.

Surrey Heath Place Physical Disability Workshop

A Surrey Heath Place Physical Disability Workshop is being held to focus on access to Community Transport and Physical Activity. The workshop is for people with a physical disability registered at the following GP Practices: Bartlett Group Practice, Camberley Health Centre, Lightwater Surgery, Park House Surgery, Park Road Group Practice, Station Road Surgery or Upper Gordon Road Surgery.

The workshop will take place on:

- **Date:** Monday 4 March 2024
- **Time:** 10am - 12pm
- **Venue:** Places Camberley Leisure Centre, Grand Avenue, Camberley GU15 3QH (Disabled parking available on site in the multi storey car park)

Places at the [Surrey Heath Place Physical Disability Workshop](#) can be booked online or alternatively, please contact:

- **Telephone:** 01276 707572
- **Textphone (via Relay UK):** 18001 01276 707572.

Surrey Fire and Rescue Service is aiming higher with state-of-the-art drones

Surrey Fire and Rescue Service has invested in five new state-of-the-art drones to help in life-threatening incidents to keep communities and crews safe.

Equipped with the latest technology including thermal imaging, high-resolution imagery and the ability to live stream footage directly to the control centre, the new and improved drones are also readily available 24/7 and can fly for longer and in more extreme weather.

They've provided vital support during emergencies, such as flooding, hazmat incidents, wildfires and missing persons investigations. The recent investment will further enhance how the service tackles these types of situations in protecting and safeguarding crews and the public.

Further information about [Surrey Fire and Rescue Service's drones](#) is available online.

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Horley Library Super Access Launch

The new [Super Access service at Horley Library](#) has just enjoyed its official launch. This transformative service allows library members who have had an introduction, to access the library via their library card and their own personal pin code during additional unstaffed hours, using newly installed technology.

For Horley library Super Access members, this means they can now enter the library from 8am every weekday, earlier than the staffed hours which begin at 9.30am and on a Sunday and Monday from 8am until 8pm, when the library was previously closed to the public both days.

During the Super Access periods, library members can:

- borrow, return and renew library items
- use a free library computer
- use Wi-Fi and print documents
- use study spaces
- take part in activities provided by library partners
- meet with friends or join a social group
- search online reference services e.g. Ancestry

New easy read information on scams

[Take Five](#), a national campaign that offers advice to help prevent scams, has worked with Mencap to produce an [Easy Read Guide](#) to help people with learning disabilities stay safe from scams.

This is available online or can be downloaded as a PDF.

Sign Language Week 2024

Sign Language Week is a flagship awareness week for British Sign Language (BSL) and Irish Sign Language (ISL), celebrated every year in March to commemorate the first time BSL was acknowledged as a language in its own right by the UK Government on 18 March 2003.

The week is organised by the British Deaf Association, which has chosen the theme of 'Promoting BSL and ISL as indigenous languages of the UK'.

The campaign aims to celebrate and educate about BSL and ISL, to encourage more people to start learning it and preserve BSL and ISL for future generations.

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BSL was legally recognised in law by the UK Government on 28 April 2022. The 28 April will now be known annually as 'National BSL Day'.

Further [information about Sign Language Week](#) is available online.

Royal Collection descriptive zoom talks

The Royal Collection Trust has a programme of descriptive zoom talks aimed at people who are blind and partially sighted. Talks take place on the first Tuesday of the month from 2pm. Hear about different works in the Royal Collection, the Royal Residences and the history of the Monarchy. Talks are free and informal, and participants can have their camera on or off.

The provisional programme for 2024 will use the following zoom joining details:

- **Meeting ID:** 440 773 2986
- **Zoom address:** <https://us02web.zoom.us/j/4407732986>

Join by phone:

- **Telephone:** 0208 080 6591 or 0131 460 1196

Alternatively, joining instructions can be requested by:

- **Email:** access@rct.uk

Further information about the [Royal Collection's descriptive zoom talks](#) is available online.

Greater awareness around alcohol needed to save lives

The [dangers of drinking too much alcohol](#) need to be more widely understood to help prevent unnecessary deaths, according to local health leaders. Alcohol causes more harm to those who drink excessively and to those around them than any illegal drug, with impacts including everything from short-term illness and injury to long-term serious medical conditions and death.

Frimley Health and Care is looking to increase its visibility on tackling alcohol dependence. They want to make information on the risks more widely known, in order to encourage people to take action, so they can improve their health and reduce their future need for clinical intervention. Another aim is to raise the profile of the available treatment options, to increase the numbers of people being successfully supported by the services.

To do this, there is a [new alcohol awareness section](#) of the Frimley Health and Care website.

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Surrey conference celebrates how 'experts by experience' are transforming local services

A fully-booked audience gathered recently to hear how people are using their experiences of mental ill health, homelessness and drugs and alcohol to shape services in Surrey and north east Hampshire.

The Lived Experience Conference – the first of its kind to be held in Surrey – was attended by more than 120 people. They listened to speakers sharing powerful stories about the challenges they had overcome and their experience of local support services. Attendees also heard how they were using those experiences to help others as 'lived experience' practitioners working in NHS Trusts, local councils and third sector organisations.

The conference was organised by Surrey and Borders Partnership NHS Foundation Trust (SABP) in partnership with Surrey County Council's Changing Futures Programme and held at Dorking Halls, Surrey. Both organisations employ Lived Experience volunteers and staff. Other organisations involved included: Richmond Fellowship, Mary Frances Trust, Guildford Action and the Independent Mental Health Network.

Lived experience staff and volunteers, sometimes referred to as 'experts by experience', support organisations in a variety of ways: they provide insight into what it's like to receive care and share their experience of recovery to help shape services. At SABP, they also often work alongside clinicians to offer a holistic aspect to services.

Tender Conversations with Dr Kathryn Mannix

Join The Brigitte Trust on 8 May 2024 (5.30pm – 7pm) for an evening with Dr Kathryn Mannix as she talks about her experience of thirty years as a palliative care doctor and as a CBT therapist.

When preparing for the end of someone's life, whether our own or of someone we love, there are many things we might want to discuss, yet we can feel unsure how to start. This session will highlight the messages most people want to communicate, and ways to manage those most tender of conversations.

This webinar will be delivered online via zoom. A link and password will be emailed to participants upon registration.

Find further [information and registration for Tender Conversations](#) on Eventbrite. For any questions about this event, please email:

- **Email:** admin@brigitte-trust.com

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Banstead Dementia Aware Information Day

Banstead Primary Care Network and Surrey County Council have formed a network group in Banstead to create a more dementia friendly community in the village. Members of the group include Age Concern Banstead, Banstead Library, Action for Carers, Reigate and Banstead Borough Council, Signature at Banstead, Banstead Manor Care Home, Surrey Fire and Rescue Service, and unpaid carers who have experience of supporting someone with dementia.

The network aims to raise awareness of dementia and how it can impact on people living with the condition, and their carers, so they are better understood and supported in their local community.

The network is holding a Dementia Awareness Information Day at Banstead library on 21 March 2024 from 10.30am to 2pm. Anyone who would like to know more about dementia or what support is available to the dementia community is warmly welcome to drop in to find out more. Light refreshments will be provided.

To join the network or be involved, please contact:

- **Email:** irene.eynott@surreycc.gov.uk
- **Telephone/Text (SMS):** 07971 796422

or

- **Email:** jenny.gale@nhs.net
- **Telephone/Text (SMS):** 07818 075458.

Surrey's Warm Welcomes help over 16,000 people so far this winter

For the second year, Surrey County Council has organised a number of Warm Welcomes across the county. There are over 80 Warm Welcome venues in Surrey in a range of venues including libraries, village halls and other community spaces. Many Warm Welcomes offer additional services such as free hot meals, debt and employment advice, as well as social activities.

Since Warm Welcome venues opened their doors in November 2023, over 16,000 Surrey residents have attended sessions, getting a free hot drink, energy advice, winter essential items and much more.

Surrey County Council would like to remind residents Warm Welcome venues are open to everyone this winter free of charge. A full [list of Warm Welcomes](#) is available online.

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Current open Surrey County Council consultations

Find all [open Surrey County Council consultations](#) on Surrey Says.

Submitting an article for the ASC Information and Engagement Team Briefing

If you would like us to include an article on behalf of your organisation in the next edition, please email: asc.engagement@surreycc.gov.uk

Please note that we are unable to include attachments when we circulate the briefing, so please ensure that any documents that you wish to reference are uploaded to your own organisation's website or a partner website.

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