

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

Adult Social Care | Information and Engagement Team



Monthly Briefing Information Correct As Of 22 June 2022

NHS Appeals For Patients To Use Alternatives For Health Care Following Unprecedented Demand In A&E

Frimley Health and Care is appealing for the local community to consider whether alternative health services can meet their needs before attending the Emergency Departments (A&Es) in Frimley Park Hospital and Wexham Park Hospital. The appeal has been made after both hospitals have seen unprecedented numbers of patients arriving, many of whom could have received the care or treatment they needed without coming to the Emergency Department.

The impact of the unexpected increase in patients is causing additional challenges for the Emergency Departments as they introduced a new electronic patient record system on the 18 June. The new electronic patient record is replacing some 260 separate data systems and paper records

Unless it's an emergency remember there's lots of alternatives for you to make use of:

- Visit your local pharmacy
- During the day contact your GP practice via an online consultation or phone
- Contact [NHS 111 online](#) or dial 111. If you are calling NHS 111, please be patient. NHS 111 may advise you to contact your GP or its out-of-hours service or attend the Bracknell Minor Injuries Unit.
- For minor injuries, such as sprains and strains, suspected broken limbs, minor head injuries, visit the Minor Injury Unit at Brants Bridge in Bracknell – open 8am-8pm 7 days a week. X-ray available Sunday to Friday

Anyone with a life-threatening condition should call 999.

For further information please visit ['know where to go when feeling unwell'](#).

Award For Surrey Project Which Uses The Power Of Nature To Benefit Mental Health

A Surrey project which connects people to nature to improve their health and wellbeing has earned national recognition.

Surrey County Council and the wider Surrey Heartlands partnership [won an award](#) for collaborative work to develop [green social prescribing](#) – linking

people with outdoor activities such as community gardening and guided walks to support their mental health.

The Association of Directors of Environment, Economy, Planning & Transport (ADEPT) gave the honour at its recent annual President's Awards. The scheme won in the Shaping Places for People category, which celebrates collaborations benefiting residents' health and wellbeing. The ADEPT judges said it was "refreshing to see the links to health" and that the programme demonstrated "good collaboration".

The green social prescribing programme aims to help communities recover from the pandemic and overcome health inequalities. The county council joined forces with local health organisations to secure a £500,000 national grant for the Surrey Heartlands health and care partnership to "test and learn" green prescribing in Surrey.

The programme is aimed at supporting communities and parts of the county hardest hit by coronavirus, including people with mental health needs, those with dementia and their carers and people with learning disabilities.

More than 130 organisations, representing health, care, district and borough councils, the environment sector and voluntary, community and faith groups, are now involved in a partnership to drive the programme forward.

A range of community groups and schemes have been [awarded funding](#) from the programme to explore ways of improving health and wellbeing through nature-based activities, including wild swimming and outdoor mindfulness courses.

For further information please visit [Healthy Surrey](#).

Three Surrey volunteer groups honoured with the Queen's Award for Voluntary Service 2022

The volunteers from three Surrey organisations, who dedicate their valuable time and experience to help individuals and communities across this county, have been rewarded with the prestigious 2022 Queen's Award for Voluntary Service (QAVS) announced on 2 June. This is the highest award a local voluntary group can receive in the UK and is equivalent to an MBE.

The three groups are among the 244 local charities, social enterprises and voluntary groups to receive the prestigious award this year.

They are:

The Lighthouse, Woking

[The Lighthouse](#) is a vibrant hub in the centre of Woking that hosts a diverse range of projects to support, encourage, and empower those who find themselves on the margins. A large and derelict building earmarked for demolition has been lovingly refurbished and revitalised into a community space that's filled with kindness, belief and hope. Run primarily on the

generosity of donations and volunteers, The Lighthouse tackles deprivation and isolation, providing food, clothing, training, friendship and much more, transforming lives towards well-being, independence and hope.

Sight for Surrey

[Sight for Surrey](#) offers a lifetime of support to over 8,000 people living in Surrey who are blind, partially sighted, deaf, deafblind or hard of hearing. They were founded in 1922, when they first started assisting vision impaired soldiers returning from war and have continued to help people in Surrey with a sight and/or hearing loss ever since.

Their aim is to support people to overcome their day-to-day challenges and lead an independent life. They are here for individuals and their families, providing specialist hands-on practical support tailored to their needs.

Include.org

[Include.org](#) is a small charity based in Redhill, breaking down barriers for people with communication disabilities. Include provides speech and language therapy-based training and support in creative ways. Services include:

- The Include Choir (an inclusive choir for people with and without learning disabilities and autism which teaches Makaton signing and other communication skills)
- Champions Coproduction Group – which co-creates training and easy read resources and works in partnership with other organisations to review materials for accessibility
- Stroll and Sign Groups – which promote wellbeing, exercise and contact with nature, while providing opportunities for communication and inclusion.

Launch of 999 BSL: connecting the Deaf community to the emergency services in BSL for the first time

Sensory Services by Sight for Surrey hosted a party for the Surrey Deaf community on Friday 17 June to showcase and celebrate the launch of 999 BSL, the UK's first ever Video Relay Service (VRS) connecting Deaf people to the emergency services (police, ambulance, fire and coastguard) via a remote British Sign Language (BSL) interpreter.

Standing shoulder to shoulder with Sight for Surrey staff were Surrey Police, Surrey Fire & Rescue & South East Coast Ambulance Service showcasing the new service and answering any questions or queries the local Deaf community have about downloading and using the app.

The new service, which will be provided by interpreting and communication support provider Sign Language Interactions, has launched as an app (iOS and Android) and web-based platform. The service, which will be funded by private telecoms companies, will be available 24 hours a day, 7 days a week,

365 days a year and will be completely free of charge to Deaf users and is an important breakthrough in equality for the Deaf community.

While a text relay service already exists, video relay will enable Deaf callers across the UK to make video calls to the emergency services in their own language – British Sign Language – for the first time ever, without needing to use English or ask a hearing person to make a call to 999 on their behalf.

For further information about the 999 BSL service, including a demonstration video, FAQs and guidance please visit:

Website: [999 BSL service](#)

New Government Bill extends end of life financial support

The Social Security (Special Rules for End of Life) Bill, introduced in parliament on the 13 May means people thought to be in the final year of their life will be able to receive vital support six months earlier than they were able to previously.

Fast-track benefit access is to be extended to those nearing the end of their life who are on Personal Independence Payment (PIP), Disability Living Allowance (DLA) and Attendance Allowance (AA). The extended fast-track access means those eligible are not subject to a face-to-face assessment, and in the majority of cases they receive the highest rate of benefits.

For further information please visit [gov.uk](#).

Lasting Power of Attorney revamp to improve safety and efficiency

Ministers have set out plans to transform the lasting power of attorney (LPA) system – making it quicker to use, easier to access and even more secure from fraud. Under the proposals, people will be able to make an LPA completely online for the first time – bringing it in line with other government services such as applying for a divorce.

The current paper-based system will continue to operate meaning people can choose an accessible process that's best for their specific needs. Crucially, the reforms will bolster safeguards to protect vulnerable people from abuse or fraud.

For further information please visit: [Lasting Power of Attorney revamp](#).

Healthwatch Surrey: Friends and family care home survey

Healthwatch Surrey is conducting a [survey](#) for friends, family, and carers of care home residents to share their feedback on care homes.

As well as giving residents an opportunity to share their general views of the care home, our focus is on finding out whether residents and families are aware of how to, or have experience of, sharing their feedback. The survey is running alongside a programme of visits to a number of care homes in the next few months.

Please share the [survey](#) to help understanding of what's working well in care homes and identify areas for others to improve the experiences of residents of care homes and their families and carers.

For further Information or if you would like a paper copy of the survey or posters to display, please contact us at Healthwatch Surrey:

Phone: 0303 303 0023

SMS: 07592 787533

Email: enquiries@healthwatchesurrey.co.uk

Insight report from Healthwatch Surrey

Healthwatch Surrey produces monthly [Insight Bulletins](#) highlighting the themes they have been hearing about. May's focus was on:

- Praise and thanks
- Struggles accessing mental health care for teenagers
- The impact of poor communication
- Access to dentistry – health inequality
- Sir Robert Francis QC to step down as Healthwatch England chair and from the Care Quality Commission Board

For further information or to access the full report please visit [Healthwatch Surrey](#).

Reconnections: Meet us @ July Event

Reconnections Service provides companionship, encouragement and ideas to help over-65s living in Guildford and Waverley to rediscover old interests and make new friends.

Reconnections is for people aged 65 and over who are feeling lonely and would like to connect with new people, activities or interests. They also hold monthly events titled 'Meet us @' which are open to the public to help combat social isolation in the community.

Their next event is at the Battersea Communities Social Morning at the Yvonne Arnaud Theatre, Guildford on Thursday 21 July from 10am – 12pm. If you would like to come and meet the dogs, chat to like-minded people in the area, and enjoy some delicious cake please pop along. No booking required.

For further information:

Website: <https://www.independentage.org/reconnections>

Tel: 01483 654422

Coming up in 'Let's Talk Tech' with Sight for Surrey

[Let's Talk Tech](#) is a monthly webinar series, delivered by Gary Eady, the Access Technology Trainer with Sight for Surrey, using the Zoom Cloud Meetings platform. It usually runs on the last Wednesday of each month. The

webinars normally run between 11:00am and 12:30pm and concentrate on a range of topics to do with technology.

27 July: Using an iPad with low vision

In this webinar, Gary discusses and demonstrates the features built-in to an iPhone or I-Pad designed to help people with vision impairments. These include zooming in and out, inverting screen colours, large text options, dictation and the built-in screen reader called VoiceOver.

For further information or if you are interested in joining any of these Webinars, please contact the Help Desk at Sight for Surrey on 01372 377701.

Parents' Voices Matter Survey 2022

Parents' Voices Matter, a survey for parents and carers of children and young people with additional needs (including special educational needs) and disabilities. Surrey County Council want to know more about your experience with local services. Your feedback will help improve local services that will support Surrey's children with additional needs and their families. The survey will take around 15 minutes to complete and your answers will be anonymous.

The online survey is available on [Surrey Says](#) and will close on July 31 2022.

For further information or for accessible formats please contact:

Email: parentsvoicesmatter@surreycc.gov.uk

Telephone: 0300 200 1015 (9am to 5pm, Monday to Friday, excluding bank holidays)

SMS: 0786 0053 465.

Current open Surrey County Council consultations

Find all [open](#) 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.

You can unsubscribe to the ASC monthly briefing by contacting us at: asc.engagement@surreycc.gov.uk