

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 20 October 2022

Boost your immunity this winter - The importance of vaccinations

Since the first COVID-19 vaccine was given, it has saved lives, helped tens of thousands of people stay out of hospital, and made it safer for us to live with COVID-19. However, the virus is still with us and is still making people very ill every day.

As we head into winter, there will be other viruses too, including flu. For most people flu is unpleasant, but for some it can be dangerous and even life-threatening, particularly those with certain health conditions.

Most adults and children will be eligible for a [flu vaccination](#), a [COVID-19 booster vaccination](#), or both. It's the most effective way of boosting our immunity, getting the best protection against becoming seriously ill, and stopping the spread of these viruses to other people, thereby helping Surrey residents to stay fit and healthy.

The Healthy Surrey website contains details about [staying safe and well in winter](#), including more information about the vaccination programmes and helpful resources on how else people can protect themselves and loved ones this winter.

Surrey Carers Flu Jab Voucher available now

All unpaid carers in Surrey are being encouraged to take up the offer of a free flu vaccination as a priority, not only to protect themselves and the people they care for, but to help reduce hospitalisations during a time that is expected to be especially busy for the NHS and social care.

Carers who look after someone who is elderly or disabled can ask for a flu vaccine at their GP practice or show their Surrey Carers Flu Jab Voucher when asking for a flu jab at a pharmacy offering the NHS flu vaccine. The voucher provides assurance that the carer is known to carers services in Surrey and is therefore entitled to a free flu vaccination.

The NHS in Surrey provides vouchers (both physical copies and electronic vouchers) which Action for Carers Surrey help to distribute.

All registered carers with Action for Carers Surrey have already been sent a voucher.

Any unpaid carer not already registered, can [register with Action for Carers Surrey](#) online or by the following contact methods and will then be sent a voucher:

- **Email:** CarerSupport@actionforcarers.org.uk **Telephone:** 0303 040 1234 **Text:** 07723 486730.

Please help to spread the messages to all Surrey unpaid carers, who may be unaware that they are eligible for a free flu vaccine or of the risks to themselves and the person they care for if they don't protect themselves with the vaccine.

Please keep an eye out for the social media messages and share these where possible using the hashtag #SurreyCarersFluJabVoucher.

More information about the [Surrey Carers Flu Jab Voucher Scheme](#) including how to get a voucher, is available from Action for Carers Surrey.

Look out for all household mailer on Cost of Living support

Look out for the Surrey County Council Directory of Support landing on your doorsteps from the 31 October 2022. We know that people all across Surrey are feeling the impact of the Cost of Living crisis. The Directory of Support is designed to help, by pulling together all the financial and welfare advice on offer in the county.

The Directory of Support will also contain details of how residents can request this information in alternative formats and languages.

How to access the Independent Health Complaints Advocacy Service

Healthwatch Surrey, in partnership with SILC (Surrey Independent Living Charity), provide the

[Independent Health Complaints Advocacy Service](#). These advocates can help people if they

want to make a formal complaint about an NHS service. They can help with:

- Providing information about how the NHS complaints process works
- Working with people to make them feel confident about making a complaint
- Writing letters
- Attending meetings with medical professionals
- Exploring the options at each stage.

Advocates can't help with:

- Claiming compensation

- Getting an NHS employee disciplined
- Complaints about private treatment.

The Independent Health Complaints Advocacy Service can be contacted via:

- **Email:** nhsadvocacy@surreyilc.org.uk **Telephone:** 01483 310 500
Text (SMS): 07704 265 377.

For those people who don't need support making a complaint but would like to share their experience anonymously, then Healthwatch Surrey is also interested to hear people's [experiences of health and social care provision](#). Healthwatch Surrey can be contacted via:

- **Email:** enquiries@healthwatchesurrey.co.uk
- **Telephone:** 0303 303 0023 (local rate number)
- **Text (SMS):** 07592 787533.

Mental health support available for asylum seekers and refugees

As part of the Complete Care Community Programme, Alliance for Better Care's Equity team has launched a pilot scheme aimed at addressing the increased mental health and wellbeing needs of asylum seekers and refugees in Surrey.

The aim is to help integrate people within their local community and offer activity-based support groups at the Asylum Seekers hotels in East Surrey, working together with local East Surrey Place partners.

Further information about the [mental health support available for asylum seekers and refugees](#) is available on the Alliance for Better Care website.

An Economic Assessment of Wheelchair Provision in England published

The Wheelchair Alliance has partnered with Motability on the publication of a new report calling for more to be done to enhance the lives of wheelchair users, their families and carers.

'[An Economic Assessment of Wheelchair Provision in England](#)' is the first time independently verified research has been published revealing the experiences of wheelchair users. The findings make a series of recommendations on how more work, resources and investment are all required to meet the needs of this often under-represented section of society.

Sensory Services by Sight for Surrey announces new CEO

Sensory Services by Sight for Surrey has announced Clare Burgess as their new Chief Executive Officer (CEO). Clare is currently CEO at

Surrey Coalition of Disabled People and will take over from Bob Hughes, who is retiring after nearly ten years leading the charity.

Bob will remain at the charity until Clare takes over in the New Year, to ensure a smooth handover.

For more information about the [appointment of Sight for Surrey's new CEO](#), please visit the Sight for Surrey website.

Diabetes physical activity programme available

[Free physical activity sessions](#) are taking place until December 2022 for those over 18 and living with prediabetes or Type 2 diabetes living near Ewell, Staines and Woking. Participants can bring a family member/friend with them too.

All sessions are for beginners and include:

- Community walks with a qualified group leader (Mondays) in Ewell
- Yoga (Mondays), badminton (Wednesdays) and walking (Saturdays) in Staines
- 'Gym & swim', ladies' aerobics/yoga and Friday nature walks (Woking).

For more details, please contact Abigail Price:

- **Email:** abigail.price@surreycc.gov.uk
- **Mobile:** 07972 188697.

Surrey Coalition of Disabled People's Annual Report published

[Surrey Coalition of Disabled People's Annual Report 2021-22](#) has been published and is also available in a variety of formats including Easy Read.

Safeguarding Adults Week: 21-27 November 2022

Update from Surrey Safeguarding Adults Board

Safeguarding Adults Week is a time for organisations to come together to raise awareness of important safeguarding issues. It is hoped that the week will enable more organisations and individuals to feel confident in recognising signs of abuse and neglect and recording and reporting safeguarding concerns.

To achieve this, each day of the week will focus on a different safeguarding theme to explore how to respond to contemporary safeguarding challenges:

- **Monday** – Exploitation and County Lines
- **Tuesday** – Self-neglect
- **Wednesday** – Creating Safer Organisational Cultures
- **Thursday** – Elder Abuse

- **Friday** – Domestic Abuse in Tech-Society
- **Saturday and Sunday** – Safeguarding in Everyday Life.

For more information, please contact the Surrey Safeguarding Adults Board:

- **Email:** surreysafeguarding.adultsboard@surreycc.gov.uk

Update from Ann Craft Trust

The Ann Craft Trust is marking the start of Safeguarding Adults Week 2022 with its AGM followed by a virtual seminar on self-harm and Safeguarding for Adults.

- **Date:** Monday 21 November 2022
- **Time:** 2.00pm-3.30pm
- **Location:** Online.

The seminar will:

- Define what is meant by self-harm
- Explore how to spot the signs that someone may be at risk
- How practitioners can effectively work with adults who self-harm
- How practitioners can support and signpost those who are at risk.

To [book a place at the Ann Craft Trust AGM and seminar](#), please visit the Ann Craft Trust website.

Free unlimited mental health support with no waiting list

Mary Frances Trust (MFT) is a mental health and emotional wellbeing charity for Surrey residents aged 16+. They offer one-to-one support, advice and information (debt, housing, benefits etc) as well as [online and face-to-face activities, groups and courses](#) designed to improve mental wellbeing. From physical activities (yoga, football, qigong, zumba, walks), arts and crafts, and hobbies (book club, choir, gardening, creative writing) all the way to self-help courses (stress, anxiety, confidence building etc) and peer support groups (coffee mornings, men's, women's, LGBTQ+, young people, parenting, menopause, long COVID etc).

All activities are free, and run in small groups, which offer a friendly environment and help to break social isolation. There are no waiting lists and no time limit - people can use the service for as long as they need and register again at any point.

To [access the service from MFT](#), people need to register on their website. New clients will get invited to an initial appointment to put a

wellbeing plan in place and can then book themselves onto any activity using the contact details below.

MFT also run a free walk-in evening crisis service in Epsom called [Safe Haven](#), a signposting and short intervention service called [GPimhs](#) based at certain GP surgeries and [SUN \(Service User Network\)](#) for people with difficult emotions often associated with personality disorders.

The Mary Frances Trust can be contacted as follows:

- **Email:** info@maryfrancestrust.org.uk
- **Telephone:** 01372 375 400
- **SMS/Text:** 07929 024722.

£11.9m fund available to help Surrey residents cut their energy bills

Grants of up to £25,000 are now available for eligible Surrey residents to help make their homes warmer and more energy efficient.

People living in hard to heat homes and on lower incomes, could receive grants between £10,000 and £25,000 to improve insulation and install renewable technology – helping to save energy, reduce emissions and combat rising energy prices. Improvement measures include loft insulation, cavity and external wall insulation, underfloor insulation and renewables, such as solar electricity panels.

Residents can check online if they are eligible for a [Sustainable Warmth Grant](#) or alternatively they can contact Action Surrey:

- **Telephone:** 0800 783 2503.

Trust launches Breakfast Club for the Armed Forces

Ashford and St Peter's (ASPH) NHS Foundation Trust are one of the first NHS Trusts to launch a Breakfast Club for serving and non-serving armed forces and their families.

[The Armed Forces and Veterans Breakfast Club](#) concept is a worldwide initiative set up by a former soldier, which provides active and retired service men and women with the opportunity to meet up and relax over breakfast.

The first ASPH Breakfast Club was launched at St Peter's during Armed Forces Week, where several military personnel shared stories over breakfast and were introduced to military partners like OpCourage who provide mental wellbeing services for the military.

The Breakfast Club is held from 10.00am to 11.30am on the last Friday of every month in the Edu-Kitchen at St Peter's hospital and there is free parking in the Hazel car park. There are no fees involved other than the cost of breakfast.

To join the Armed Forces and Veterans Breakfast Club, please:

Email: asp-tr.breakfastclub@nhs.net

September Insight Bulletin published by Healthwatch Surrey

[Healthwatch Surrey's September 2022 Insight Bulletin](#) is now available and focuses on:

- Praise and thanks – spotlight on GPs
- Health inequalities and GP access
- Urgent and Emergency Care – confidence and experiences
- Mental Ill-Health – impact on those close to the patient.

To be added to Healthwatch Surrey's subscription list or to request the Insight Bulletin in a different format, please contact Vicky Rushworth:

- **Email:** vicky.rushworth@healthwatchsurrey.co.uk
- **Mobile:** 07508 421079.

Carers Rights Information Fairs will open at local carers' hubs

Carers Rights Day takes place on Thursday 24 November. It's a national event when unpaid carers are encouraged to learn about their rights, and everybody works towards ensuring carers get all the support they need.

Marking Carers Rights Day, Action for Carers Surrey (ACS) is running Carer Information Fairs, focusing on rights, at Carer Hubs located across Surrey.

Attending with Action for Carers' staff, are a variety of statutory services, local charities and other partners, such as solicitors, all there to offer advice, information and support. The events at Horley and Camberley also include workshops on Carers Assessments.

Carer Information Fairs will take place in Knaphill, Cranleigh, Camberley, Horley, Addlestone, Caterham, Leatherhead and Guildford between Monday 21 November and Saturday 26 November 2022, all 10am-2.30pm.

Full information about the [Carer Information Fairs](#) including participating organisations is available on the Action for Carers Surrey website.

These events are all drop-in, so carers can simply turn up on the day. To find out more about the events, or if your organisation would like to take part, please contact Action for Carers Surrey:

- **Email:** CSAdmin@actionforcarers.org.uk
- **Telephone:** 01483 302748
- **Text:** 07714 075 993.

Update on GP access in Surrey Heartlands Integrated Care System (ICS)

Ensuring that Surrey Heartlands ICS patients have access to high quality care and support from their GP practice is a key priority. Local GP practices are working incredibly hard to manage increased demand for services, and ensure that people have fast access to appointments and the care they need.

In Surrey Heartlands over the last year*, 85% of GP appointments took place within two weeks, and 43.5% of appointments happened on the same day the patient contacted their surgery. That's despite the total number of appointments increasing by nearly 8% to over 5.3 million across 104 surgeries in the year to July 2022 (*source NHS Digital appointment data August 2021 to July 2022).

However, it is recognised that people have been finding it difficult to contact their GP surgery.

To help better understand these challenges, Surrey Heartlands commissioned some independent research earlier this year, and have been using the findings to feed into improvements. These include improved websites for GP surgeries, which patients will see from next year, as well as continuing to put in place upgraded telephony systems for practices.

These new systems are already being used in over half of Surrey Heartlands GP surgeries and all will have them by April next year.

Groups of local GP surgeries have also been expanding their workforce to include additional clinical staff. A total of 535 of these additional roles will be introduced at GP surgeries across Surrey Heartlands by 2024, 300 of which are already in place.

In the latest GP patient survey, 75% of patients in Surrey Heartlands said their overall experience of their GP surgery was good; higher than the national average, with 94% of people saying their needs were met following their last appointment.

Further information about the [update to GP access in Surrey Heartlands](#) is available on the Surrey Heartlands Health and Care Partnership website.

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