

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 21 August 2025

Accessible Information Standard updated

[NHS England's Accessible Information Standard](#) describes how NHS and adult social care services should identify, record, flag, share, meet and review people's information and communication needs.

The standard has been updated to introduce a new step - reviewing needs. This is to check how organisations make sure people's information and communication needs are kept up to date in their records and systems.

It also introduces a new self-assessment framework, developed with feedback from pilot sites to help organisations monitor compliance and develop targeted improvement plans.

The refreshed standard reinforces obligations under the Equality Act 2010 while making implementation more practical for organisations of all sizes.

Further information about the [updated Accessible Information Standard](#) is available online.

Proposed changes to adult social care charges – only a few weeks remaining to share views

Surrey County Council is reminding people that their consultation on proposed changes to how much adults pay for care at home or in the community closes at 23:59pm on **Sunday 7 September 2025**.

Full details of the proposals including alternative formats – and a questionnaire for people to share their views - can be found on the Surrey Says website at:

- **Website:** www.surreysays.co.uk/asc-ic/chargingpolicy25

To request information in an alternative format or for any queries, please contact:

- **Telephone:** 01372 832370
- **Textphone (via Relay UK):** 18001 01372 832370
- **British Sign Language:** www.surreycc.gov.uk/bsl
- **Email:** chargingpolicyconsultation@surreycc.gov.uk
- **Write to us:** Surrey County Council, Financial Assessments and Income Team, Woodhatch Place, 11 Cockshot Hill, Reigate, RH2 8EF

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Reminder NHS services are still available over the bank holiday

Many NHS services will be available over the weekend ahead of the August bank holiday and on Bank Holiday Monday itself. The NHS is encouraging anyone who is unwell or injured to [choose the right service](#) and get the best treatment as quickly as possible.

Those taking a regular medication are encouraged to not leave it too late to order and collect their prescription. They can be ordered via the NHS App and a preferred pharmacy can be nominated. People are advised to check [pharmacy opening times](#) before travelling on Bank Holiday Monday.

Anyone in need of NHS services who are unsure of where to go or what to do, can contact NHS 111 by phone, or online at 111.nhs.uk

Community Connections new groups

Community Connections continue to share their updated list of groups available in multiple locations across Surrey, as well as online. Recent new groups include:

- **Maintaining sobriety:** for people who are already sober and would like to be part of a community that supports this commitment, running on Tuesdays and Saturdays
- **Dealing with depression:** a group in Chertsey that helps individuals develop coping strategies to manage depression

For more information on up to date times and locations for these, and all available groups please see the full [Community Connections activity timetable](#).

- **Telephone:** 01276 409415
- **Text (SMS):** 07919 541424
- **Email:** groups.cc@catalystsupport.org.uk

Neighbourhood navigation is coming to east Surrey

First Community has launched a new social prescribing service in east Surrey known as Neighbourhood navigation, which will be going live soon. The aim is to empower people to manage existing health or social issues, by accessing appropriate support.

Healthcare professionals will be able to refer patients via the [Joy online platform](#) to a range of local, non-clinical services that can help with social, emotional, and practical needs. These services might include things like joining community groups, exercise classes, taking part in arts and crafts activities, or accessing practical support like debt advice or bereavement support.

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The service will be supported by the [Joy online platform](#) where all listings will be located.

To list a community group or activity on Joy, [register for Joy](#) with an email address and password and select add a new service or complete a [Joy request form](#).

Surrey voluntary sector survey

In 2016, Surrey Community Action carried out some research on the state of the VCSE (Voluntary, Community and Social Enterprise) sector in Surrey, looking at what they do, how they do it, the challenges and opportunities they faced and more.

The [Beyond Tomorrow: State of the sector survey report](#) was used to influence statutory partners in their dealings with the VCSE and to highlight strengths and challenges to funders and other stakeholders.

Surrey Community Action has now partnered with the University of Surrey's Centre for Britain and Europe to carry out an update of this research and gather further data from the VCSE. They would love to hear from VCSE partners, whether they are a big charity or a small volunteer-led neighbourhood group, a CIO or a Co-op.

The research is in two parts:

1. an [online Surrey voluntary sector survey](#)
2. discussions with a range of VCSE organisations carried out by colleagues from the University of Surrey

Initial data will be presented during the [Surrey Community Action annual conference](#) in September along with a full report at the end of the year.

Share views on accessing mental health services and support in Surrey and Northeast Hampshire

Work is underway to better integrate the services, teams and organisations that provide mental health support within Surrey and Northeast Hampshire's communities. The aim is to make it easier for everyone to access the level of support they need, when they need it, without being repeatedly referred to multiple services and to proactively support people with complex needs.

Surrey Coalition of Disabled People and the Independent Mental Health Network are supporting the team behind this work by helping them understand the needs and views of people with lived experience, their families and carers.

An [Accessing mental health services and support in your community survey](#) has been created to help gather views to develop a new Integrated Neighbourhood way of working.

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The survey closes on **28 August 2025** and is anonymous. People are encouraged to share their views, whether they have used mental health services or not.

The Smoke Free app is now available to download for free

The number one quit smoking app, [Smoke Free](#), is now available for Surrey residents with more than 200 Surrey residents having downloaded the app since April 2025.

The Smoke Free app can be downloaded to get:

- free 24/7 support with qualified advisors
- free nicotine replacement therapies such as patches, gums, lozenges and vapes
- free access to the pro features of the app including daily missions, live health improvement milestones and a craving analysis to log cravings and identify triggers

The Passenger Assistance app

The [Passenger Assistance app](#) is a powerful tool designed to make train travel easier, safer, and more inclusive for disabled passengers, including those who are Deaf, hard of hearing, partially sighted, blind, or have mobility challenges. Developed in partnership with UK rail companies, the app allows users to request help when travelling, eliminating the need to phone ahead or wait in queues at stations.

With just a few taps, travellers can book assistance for every stage of their journey - from boarding to disembarking - giving them more independence and confidence when using public transport.

Help shape better support for Men in Surrey

Mentell Surrey is asking for [help to shape better support for men in Surrey](#).

To register an interest in taking part in an interview or survey, please contact Luca Terminiello via email: luca@mentell.org.uk

Age Concern Annual General Meeting

All are welcome to join the [Age Concern Epsom & Ewell](#) Annual General Meeting to find out about how they have supported their clients throughout the past year.

- **Date:** Thursday 4 September 2025
- **Time:** 6pm
- **Venue:** The Comrades Club, The Parade, Epsom, KT18 5BT

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To confirm attendance, please contact:

- **Telephone:** 01372 732456
- **Textphone (via Relay UK):** 18001 01372 732456
- **Email:** info@ageconcernepsom.org.uk

Overdose Awareness Day

International Overdose Awareness Day takes place annually on 31 August. Surrey's Public Health team will be remembering the Surrey residents whose lives were cut short by preventable overdoses, and raising awareness of naloxone as a lifesaving intervention and where to access it in Surrey.

[In-person and online naloxone training](#) will be taking place on selected dates in September, to train participants on how to administer naloxone and save a life.

Paws and Reflect project

Surrey County Council has been working in partnership with Catalyst and Stanwell Events to offer free monthly Pets as Therapy wellbeing sessions, including a free community lunch, to residents experiencing mental health issues and social isolation.

The Paws and Reflect project, set up by the Communities and Prevention Co-ordinator Service, aims to reduce loneliness and promote positive health and wellbeing, with residents from Stanwell, and wider Spelthorne, enjoying the therapeutic benefits of interacting with a Pets as Therapy dog, whilst meeting new people in a relaxed, welcoming space. Sessions involve exploring different wellbeing topics and sharing resources to help residents feel more connected to their local communities and the support available to them.

From September 2025, Paws and Reflect will be handed over to Catalyst and Stanwell Events to take forward and continue benefitting residents. Times and locations of Catalyst support groups can be found on the [Catalyst Support activity timetable](#) which is updated monthly.

Frimley Integrated Care System Annual Equality Diversity and Inclusion Conference

Frimley's Equality, Diversity and Inclusion (EDI) System Conference - Every Action: Meaningful Impact - 'Learning, Reflecting and Connecting', will take place as follows:

- **Date:** 5 November 2025
- **Time:** 9:15am to 4pm
- **Venue:** John Lister Post Graduate Centre, Wexham Park Hospital, Wexham Road, Slough, Berkshire, SL2 4HL

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This will be a day that will bring together colleagues and partners to share inspiring conversations, practical ideas, and shared learning about how we can all make a difference in advancing equality, diversity, and inclusion.

Places at the [Frimley EDI System Conference](#) can be booked online. Spaces are limited, so early booking is recommended.

Latest news from Healthwatch Surrey

Healthwatch Surrey Insight Bulletin

The [Healthwatch Surrey August 2025 Insight Bulletin](#) focuses on thanks and praise from primary to secondary care and hospitals failure to meet individual needs impacting patients. They spotlight on domestic abuse, the emotional wellbeing of those with learning disabilities and parents and carers understanding of sight tests for school aged children.

They also highlight how they have affected change by sharing their [Quarterly Impact Report](#).

Frimley Health patient information leaflets

Healthwatch Surrey is working with the Patient Information Matron to find out people's experiences of patient information leaflets given out specifically at Frimley Park Hospital. Anyone who has visited Frimley Park Hospital, and used some of the patient information leaflets, is being asked to complete the [Patient information leaflets survey](#).

Online access to GP services survey

Healthwatch Surrey has launched a survey to seek views from patients about accessing GP services online, including the use of AI (Artificial Intelligence) within general practice.

Responses to the [online access to GP services survey](#) are anonymous and the closing date for the survey is **26 September 2025**.

Emergency alert test

The UK Emergency Alert Test will take place on Sunday 7 September 2025 at 3pm.

Survivors of domestic abuse, using a hidden or emergency phone, should be aware that a loud siren will sound on **all** phones, even on silent. To stay safe:

- switch off or use airplane mode on hidden devices
- share this message with anyone at risk
- safeguarding professionals should inform clients in advance

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Anyone in need of help and support, can call the [Surrey Domestic Abuse Helpline](#) provided by Your Sanctuary on 01483 776822 (9am to 9pm, 7 days a week).

Epsom women's group relocates

Mary Frances Trust Epsom Women's Peer Support group, which takes place every Thursday, 11am to 1pm, has relocated to the Brickfield Centre, Portland Place, Epsom, KT17 1DL. The format will remain the same.

More information on [Mary Frances Trust activities, courses and groups](#) is available online.

Current open Surrey County Council consultations

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

Submitting an article for the Adults, Wellbeing and Health Partnerships 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 from the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing by contacting us at: asc.engagement@surreycc.gov.uk

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