Ashford and St. Peter's Hospitals NHS Foundation Trust have decided to introduce full parking charges for blue badge holders on both of their hospital sites, despite protests from members of their Disability Access Group.

The group, including 7 members of Surrey Coalition, were told on 8th March of the Trust Board’s decision which reverses the agreement previously reached with local groups representing disabled and older people.

The Trust will continue to provide free parking for those on low incomes as required under the NHS Hospital Travel scheme, and offer concessions for people attending frequently.

The Disability Access Group did manage to obtain some commitments from the Trust, including easier access for reclaiming parking costs, improving communication and improving access into the car parks. The Trust agreed to delay implementation of the parking charges until these improvement measures have been actioned.
OPPORTUNITIES TO GET INVOLVED

JOIN YOUR LOCAL DANS GROUP

Join your local group of the Disability Alliance Network, Surrey, and meet up with other disabled people living in your area. Hear about changes in local health and social care services, and have your say.

There are 4 Area Groups, which meet every 3 months, the April meetings are being held on the following dates:

- **North Surrey DANS**
  - Monday 3rd April
  - 2 to 4 pm
  - Addlestone Community Centre

- **Mid Surrey DANS**
  - Monday 10th April
  - 10.30 to 12.30 pm
  - Park House, Leatherhead

- **East Surrey DANS**
  - Monday 24th April
  - 11 am to 1pm
  - Orpheus Centre, Godstone

- **South West DANS**
  - Wednesday 26th April
  - 10.30 to 12.30 pm
  - Godalming Baptist Church

For more information and to request transport if required, please contact Sandy Frean, email Sandra.frean@surreycc.gov.uk or Tel./Text 07976 86408

JOIN SURREY DISABILITY REGISTER

The Surrey Disability Register is a group of disabled residents living in Surrey who have access to a number of benefits as well as organisations to have a voice and share their views. This includes people with a physical or sensory impairment, a mental health condition, a learning disability or a long term condition.

Benefits of joining the Surrey Disability Register:

- Once registered you will be given an identity card (ID) which is written proof that you have registered a disability with Surrey County Council.
- Every member receives a bi annual newsletter in the format of their choice for example email, large print or audio. The newsletter features news articles, opportunities to get involved, have your say and did you know.
OPPORTUNITIES TO GET INVOLVED

JOIN SURREY DISABILITY REGISTER - CONT.

- Registration on the Vulnerable People’s Reporting system, so that in an emergency the Emergency Management Team will know if someone in your house has particular needs.
- Discounts with specialist equipment suppliers and we are continuing to work on increasing benefits with services and providers around Surrey like leisure centres, cinemas and theatres.

How to join: Registering online: [http://tinyurl.com/l24x2ku](http://tinyurl.com/l24x2ku), or ask for a paper copy from Nathalie Wilson: E-mail: nathalie.wilson@surreycc.gov.uk, Tel: 01483 517173; or Text: 07805 809 032

COMMUNITY SUPPORT IN ELMBRIDGE

The Community Support division at Elmbridge Borough Council deliver a wide range of high quality and immensely valuable services across the Borough.

Since the beginning of the year the Community Cab (see photo) has taken passengers to appointments and places of interest both in and outside of the Borough. A regular user has said, “It is a friendly reliable service which enables me to live an independent life. It supports me mentally and physically and is invaluable to my life”. There is also a Dial-a-Ride service that takes residents to supermarkets and places across the Borough.

Each week a group for people with learning difficulties meet at our Cobham Centre for the Community, who take part in a range of activities and get involved in the local community. Most recently the group visited Brooklands Museum and Bocketts Farm.

Our 7 Centres for the Community operate across the Borough. Exercise classes, iPad training, art classes and much more goes on each week. Come and visit one of the Centres to see what is going on.

Over 1700 residents use our Community Alarm service and new products are being launched such as a Memory Diary.

For further information about any of the services and to find out the locations of the Centres for the Community you can ring the Community Support Services team on 01372 474552, or text 07702 167962 (Mon-Fri, 9am-5pm), or you can email commservices@elmbridge.gov.uk. Visit our website [http://www.elmbridge.gov.uk/css/](http://www.elmbridge.gov.uk/css/)
WHAT MEMBERS HAVE BEEN DOING

FIRST AID TRAINING

15 people took part in our second First Aid Training session with the Red Cross on 8th February. Everyone enjoyed an interactive and informative session and provided extremely positive feedback, such as:

‘I have really enjoyed this session. I think I will take away and remember what I have learnt. Thank you.’

The funding for this training for disabled people and their carers was kindly provided by the Surrey Joint Training Partnership, and has proved extremely valuable for everyone involved.

PATIENT TRANSPORT ADVISORY GROUP

The Patient Transport Advisory Group coordinated by North West Surrey CCG met again on 23rd February to review the Mobilisation Plans for the new Non Emergency Patient Transport service, which starts on 1st April 2017. The Group are pictured here, discussing:

- Roadshows being held across Surrey to demonstrate the new vehicles purchased by South Central Ambulance Service to provide the new service
- Plans for some of the journeys to be undertaken by some of the local Community Transport providers
- Arrangements for booking patient transport, through the call centre, which will remain at the current site in Dorking.

The Group will continue to meet quarterly with the CCG Commissioners to monitor the new service going forward.

If you have any comments on the Non Emergency Patient Transport service after 1st April, please let Yasmin know: Tel/Text 07455 267424, or email Yasmin.broome@surreycoalition.org.uk
LEARNING DISABILITY PARTNERSHIP BOARD

This Board brings professionals together with some carers and people with a learning disability to oversee ongoing plans for service improvements. Gemma Roulston, one of our Coalition Board members, attends these bi-monthly meetings as a carer and is keen to encourage more people with a learning disability to go along too.

At their last meeting the Board discussed:

- Advocacy services from 1st April 2017, where it was explained that the new service requirements and funding by the County Council regrettably does not include ongoing support for the Self-Advocacy groups
- Health update on services for people with a learning disability, such as the Intensive Support Service (ISS), and Liaison Service, which would like to increase the uptake of annual health checks by people with learning disability
- An excellent presentation from Young Ambassadors for Health, “Voices and Choices”, who have helped to make health communications more accessible and other health promotion work.

Please contact Yasmin if you would like to attend a future meeting. Tel./Text 07455 267424, or email: yasmin.broome@surreycoalition.org.uk

EMPOWERMENT TRAINING

We had another Empowerment Training Day on 28th February, where 11 of our members acquired new knowledge and skills in building self esteem, confidence, assertiveness and getting one’s views across.

Pictured here the course participants gave very positive feedback on the training and all felt more confident after the course than they did before.

We hope to run more Empowerment Training later this year, so please let Yasmin know if you want to put your name down: email yasmin.broome@surreycoalition.org.uk., Tel./Text 07455 267 424
WHAT MEMBERS HAVE BEEN DOING

NHS ACCESSIBLE INFORMATION STANDARD

Coalition members have been doing a great deal to encourage NHS and Social Care Providers to comply with the NHS England requirement to provide information and means of communication in ways and formats appropriate to each individual’s need. Actions have included:

- Responding to the NHS England survey of patients and carers about their experiences of accessible information from their local GP, hospitals and social care services. The survey ran until 8th March and we look forward to seeing the results.
- Working with Surrey Healthwatch, who have agreed to check compliance of NHS providers with the Standard at their meetings, with Clinical Commissioning Groups (CCGs) and Hospital/Community Trusts.
- Continually challenging organisations which fail to routinely provide accessible means of communication, such as an SMS / Text number for people with hearing loss who cannot use the telephone. Our SMS Champion, Ted Pottage, has had a number of successes through challenging organisations recently. Well done Ted!

WHAT YOU CAN DO

When next visiting your GP or hospital, tell them the format in which you need information and explain what you need to communicate (e.g. Text, BSL, Speech to Text, Braille, etc.)

Remind them that the requirement for the NHS to provide this accessible information came into force in July 2016.

Also, tell us if you are having any problems. Contact us in the Coalition Office.

YOUR VOTE MATTERS

Let your voice be heard in the County Council elections on THURSDAY 4th MAY

Register to vote by Thursday 13th April. Visit surreycc.gov.uk/elections, Tel. 03456 009 009, or Text 07860 053 465
WHAT MEMBERS HAVE BEEN DOING

NEUROLOGICAL CONDITIONS GROUP

We were really pleased to have had some new members join this Group over recent months, and now have people with lived experience of MS, MND, Parkinson’s, ME, Brain Injury and Stroke, and their carers.

At their last meeting on 16th February (pictured here) people discussed:

- Very positive feedback from the training session given by members of the Group to Gym Instructors keen to learn more about how to support people with such conditions in fitness sessions. This was held at Camberley Arena Leisure Centre, and another one is being planned at Walton Leisure Centre soon.

- Active Surrey have done a lot work for the Group to map the provision of accessible swimming sessions for disabled people across Surrey, and working with sports leaders in the leisure centres have developed many more opportunities for physical activity and inclusive sport. They are currently looking at the best way to promote all the opportunities to people. We will let you know.

- Members also worked with the lead commissioner for Adult Social Care to create new commissioning priorities for the future, and also discussed involvement with Surrey Downs CCG on improving access to Continuing Health Care for people with neurological conditions.

The Group meets next on Tuesday 16th May, from 10.30 to 1 pm at Park House in Leatherhead. Contact Carol if you would like to attend. email carol.pearson@surreycoalition.org.uk, Tel. 01483 456 558, or Text 07780 933053

NEW HOME CARE CONTRACTS

The County Council are planning to introduce new types of contracts with Home Care Agencies from October this year. The Home Care market is struggling to meet demand due to problems in recruiting and retaining staff and it is hoped that a new style of contract with local providers providing services in smaller geographical zones across Surrey will help. Our Co-Chairs are continuing to work with the Council on these new arrangements.
LET’S LOOP SURREY

The Let’s Loop Surrey group arranged a loop checking trip to Cobham to check loops at various locations on the High Street (pictured here).

Loop checkers targeted banks and well known high street shops. Using an audit form designed by Hearing Link the group checked signage, quality of sound and staff knowledge. The group were pleasantly surprised by the helpfulness of staff at most locations. The audits were submitted to Hearing Link. Our members found the day very useful, and found it a morale boost to work as part of a group.

We have a very enthusiastic group but we could always benefit from more members. We would also like to recruit some ‘Buddies’ to accompany those with a hearing impairment. If you would like to take part please contact Yasmin: Tel./Text 07455 267 424, or email: yasmin.broome@surreycoalition.org.uk.

Please promote this opportunity to join the “Loop Checkers” by reading and passing on the new poster, which is on our website: https://surreycoalition.files.wordpress.com/2017/03/volunteer-poster.docx

DIRECT PAYMENT SUPPORT SERVICE

Surrey County Council is reviewing the Direct Payments Advice and Support Service, currently provided by SILC, to decide how these services should be provided in the new contract from 1st September this year.

12 people receiving a Direct Payment themselves or on behalf of their disabled child attended a workshop with the County Council on 13th March to give their views. Some are pictured here. More information next time.
NEW SERVICES

ADVOCACY IN SURREY

From April 1\textsuperscript{st} 2017 a free, confidential and independent Advocacy service will be available for eligible residents across Surrey. Advocacy in Surrey is a partnership of two independent organisations - Surrey Disabled People’s Partnership and Matrix Advocacy, who will be providing a range of statutory and preventative Advocacy support including Care Act Advocacy and Independent Mental Health Advocacy. The service is jointly funded by Surrey County Council and Surrey’s Clinical Commissioning Groups (CCGs)

WHAT IS ADVOCACY?
Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice.

CARE ACT:
Under the Care Act 2014, the statutory duty to provide independent Advocacy, from April 2015 applies to:

- 4 groups of people
- Across 4 decision making processes
- With 2 eligibility conditions, as shown below:

<table>
<thead>
<tr>
<th>PEOPLE</th>
<th>PROCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults who need care and support</td>
<td>Care assessment</td>
</tr>
<tr>
<td>Carers of Adults (+young carers)</td>
<td>Care and support planning</td>
</tr>
<tr>
<td>Carers of children in transition</td>
<td>Care and support review</td>
</tr>
<tr>
<td>Children approaching transition into adult services, from age 16</td>
<td>Safeguarding – enquiries and adult safeguarding reviews</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONDITIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>The person has SUBSTANTIAL DIFFICULTY in being fully involved within assessment, care and support planning, review or safeguarding AND There is no-one appropriate and available to support and represent their wishes</td>
</tr>
</tbody>
</table>

Care Act Advocacy also applies to adult prisoners who meet the above eligibility criteria.
NEW SERVICES

ADVOCACY IN SURREY CONTINUED

Independent Mental Health Advocacy (IMHA):

Under the Mental Health Act 2007 ‘qualifying patients’ have a statutory right to IMHA.

Qualifying Patients are defined as:

- Those detained under Section 2,3,37,47,48,49
- Those people subject to Section 7 Guardianship or Section 17A Community Treatment Orders (CTO)
- An informal patient being considered for section 57 treatment (psychosurgery).
- An informal patient aged under 18 and being considered for section 58a treatment (ECT).

DISCRETIONARY ADVOCACY

In addition to the above there will be a discretionary service for people at risk and who require preventative support around a range of issues, who meet the following eligibility criteria:

- People accessing secondary mental health services, including informal patients
- People receiving substance misuse support
- People living with HIV
- People with care and support needs who have difficulty understanding or retaining information and are at high risk of escalation of care needs if preventative measures are not taken

FOR MORE INFORMATION, OR TO MAKE A REFERRAL PLEASE CONTACT US:

📞 Telephone: 0800 335 7330 (free phone from April 1st)

📞 Text: 07561 392818

✉️ Email: info@advocacyinsurrey.org.uk

🌐 Visit our website: www.advocacyinsurrey.org.uk
NEW SERVICES

CARERS SUPPORT SERVICES
From Monday 3\textsuperscript{rd} April 2017 new contact details for local carer support enquiries across Surrey will be:

Tel: 0303 040 1234
Or by SMS: 07714 075993
Or by e-mail: CareSupport@actionforcarers.org.uk

Please contact them for advice, information, advocacy, training and access to other information to support you in your caring role.

The new service will offer a flexible range of support by telephone, face-to-face meetings where needed, local carers meetings, support groups and workshops. This will be complemented by a range of digitally based resources as well as paper-based information.

In addition, there will also be carer advisors in the county's five main acute hospitals (East Surrey, Epsom, Royal Surrey County, Frimley Park and St Peters).

The new service will provide a consistent local service across Surrey with all referrals coming into a Carers Information Centre to get you the help you need and put you in touch with the right people.

COUNTY COUNCIL LAUNCHES A BETTER SMS TEXT SERVICE

Surrey County Council are in the process of changing their SMS number for general enquiries. This is because they have a new system that will allow them to process these SMS enquiries in larger numbers and with greater efficiency.

The current number serves both general and social care enquiries, but will become a dedicated adults social care number in future.

Details are as follows:

- 07860 053465 for general enquiries via SMS Text
- 07527 182861 for adults social care enquiries via SMS Text

Please visit the website to see the changes: https://www.surreycc.gov.uk/contact-us. If you have any questions or concerns, please do not hesitate to contact the County Council Contact Centre:

- **Telephone:** 03456 009 009
- **SMS:** 07860 053 465
- **Email:** contact.centre@surreycc.gov.uk
- **Fax:** 020 8541 9575
- **Textphone (via Text Relay):** 18001 03456 009 009
NEW SERVICES

COMMUNITY CONNECTIONS SERVICES
Surrey County Council and the NHS Clinical Commissioning Groups have awarded new contracts with voluntary organisations from 1st April 2017.
Community Connections support emotional wellbeing and mental health, and are open access for people aged 16 and over to support them to stay well in their communities. The services promote social inclusion, community participation, mental wellbeing and recovery, by offering a range of group activity and one to one support.
The services will continue as previously to be provided by a number of local organisations working together under a Lead Provider for each CCG area, as shown in the chart below:

<table>
<thead>
<tr>
<th>Area</th>
<th>Lead provider:</th>
<th>Working in partnership with:</th>
</tr>
</thead>
<tbody>
<tr>
<td>North West Surrey CCG area, boroughs covered: Spelthorne</td>
<td>The Welcome Project</td>
<td>CornerHouse</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wellness with a Goal (WWAG)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voluntary Support North Surrey</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WAVS</td>
</tr>
<tr>
<td></td>
<td>Phone: 01483 590150</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Text: 07909 631623</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:welcomeproject@catalystsupport.org.uk">welcomeproject@catalystsupport.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>Guildford and Waverley CCG area: Guildford, Waverley (excluding Farnham)</td>
<td>The Welcome Project</td>
<td>Voluntary Action SW Surrey</td>
</tr>
<tr>
<td></td>
<td>Phone: 01483 590150</td>
<td>Guildford Action</td>
</tr>
<tr>
<td></td>
<td>Text: 07909 631623</td>
<td>Oakleaf Enterprise</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:welcomeproject@catalystsupport.org.uk">welcomeproject@catalystsupport.org.uk</a></td>
<td>Canterbury Care Centre</td>
</tr>
<tr>
<td>Surrey Heath CCG area, including Farnham, boroughs covered: Surrey Heath, Waverley (Farnham only)</td>
<td>The Welcome Project</td>
<td>Voluntary Support North Surrey</td>
</tr>
<tr>
<td></td>
<td>Phone: 01483 590150</td>
<td>Oakleaf Enterprise</td>
</tr>
<tr>
<td></td>
<td>Text: 07909 631623</td>
<td>Camberley Open Mind</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:welcomeproject@catalystsupport.org.uk">welcomeproject@catalystsupport.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>Surrey Downs CCG area, boroughs covered: Mole Valley, Epsom and Ewell, Elmbridge (East), Reigate and Banstead (Banstead only)</td>
<td>Mary Frances Trust</td>
<td>Wellness with a Goal (WWAG)</td>
</tr>
<tr>
<td></td>
<td>Phone: 01372 375400</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Text: 07929 024722</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@maryfrancestrust.org.uk">info@maryfrancestrust.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>East Surrey CCG area, boroughs covered: Reigate and Banstead (Reigate and Redhill areas), Tandridge</td>
<td>Richmond Fellowship</td>
<td>Reigate stepping stones</td>
</tr>
<tr>
<td></td>
<td>Phone: 01737 771282</td>
<td>ESDAS</td>
</tr>
<tr>
<td></td>
<td>Text: 07867448947</td>
<td>YMCA</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:redhillcc@richmondfellowship.org.uk">redhillcc@richmondfellowship.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>
NEW SERVICES

NEW NON EMERGENCY PATIENT TRANSPORT

NON-EMERGENCY PATIENT TRANSPORT SERVICE (NEPTS) IN THE SURREY AREA

WHAT'S CHANGING FROM 1 APRIL 2017? INFORMATION FOR PATIENTS AND CARERS

The NEPTS Service
NEPTS provides transport for patients who have a medical reason for not being able to travel for treatment by another method. There are eligibility criteria to ensure that resources are focussed on those who need the service most.

From 1 April 2017 South Central Ambulance Service NHS Foundation Trust (SCAS) is providing the NEPTS service for patients registered with a GP in the Surrey region.

Booking and managing your journeys
There are several service features to help you to book and manage NEPTS journeys, including Patient Zone, an online portal where you can make and manage your booking and check your journey status. These service features include:

- Patient Zone at www.scas.nhs.uk/nepts (in ‘Manage my booking online’)
- Optional SMS text or landline voice message notifications to provide you with booking and journey status information
- SCAS staff in key hospitals to improve patient service and vehicle turnaround times

Where to get more information
You can get further information on the SCAS NEPTS service from:

- Patient Leaflet available on the SCAS website, at GP surgeries and hospital sites, or direct from SCAS
- Email PTSSurreyQ&A@scas.nhs.uk
- Web www.scas.nhs.uk/nepts
NEWS IN BRIEF

WOKING HUB CLOSES ITS DOORS

The Information Hub run by Surrey Disabled People’s Partnership (SDPP) in Woking closed its doors for the last time on 24th March.

This is very sad news, caused by reduced funding for the Surrey Hubs from the County Council, together with the loss of a grant they have had for many years from Woking Borough Council.

SDPP and its predecessor have provided an information service for disabled and older vulnerable residents in Woking for more than 21 years.

We would like to thank everyone at SDPP and in particular the many volunteers who worked in Woking Hub over the past 5 years, many of whom were disabled people themselves. They all did a marvellous job and the service will be greatly missed.

The remaining Hubs in Godalming, Staines, Epsom and Redhill, together with some pop up Hubs in West Surrey, will continue to be funded by the County Council until March 2018.

SDPP are now running a pop up Hub in Woking Library each Monday from 10 am to 2 pm.

CQC INSPECT FIRST COMMUNITY HEALTH

The Care Quality Commission (CQC) inspected the services provided by First Community Health and Care, who provide community health services in East Surrey, on 20th to 22nd March 2017.

CQC spent time in their offices and clinics talking to patients, service users and their families and to their staff.

Coalition members living in East Surrey were encouraged to contact the CQC Inspector to give their views and comments, and we look forward to seeing the CQC Inspection Report in a few months time.
NEWS IN BRIEF

FIRE SAFETY CAMPAIGN

Surrey Fire and Rescue have launched another Fire Safety Campaign, which runs until 31st May. They aim to raise awareness of the help and resources available to keep people safe in their homes.

Those with a sight, hearing, mobility or mental health condition have been highlighted as most at risk in a recent fire safety report.

To find out more visit the County Council website (http://tinyurl.com/zow5p43) for information on “Keeping Safe from Fire”, or email surreyfire.safeguarding@surreycc.gov.uk, or contact us in the Coalition office for a paper copy.

NEW DIRECTOR OF COMMUNITIES ENGAGEMENT

We were delighted to hear that Jo Cookes has been appointed the Director of Communities Engagement at Guildford Diocese, having covered the role on an interim basis following the retirement of Canon Chris Rich last summer.

We have worked with Jo for many years in developing the Community Connector role and with many others in her team, who have helped develop services for people with hearing and sight loss, mental ill health and for older people, and look forward to developing this partnership long into the future. Congratulations Jo.

COUNCILLORS SET WHEELCHAIR CHALLENGE

Highland Councillors took part in a challenge to use wheelchairs to get around Inverness city centre, in support of local people trying to improve access to shops, facilities and at pedestrian crossings.

We wonder whether the new County Councillors elected in May will consider taking part in such a challenge here in Surrey!
OPPORTUNITIES TO HAVE YOUR SAY

SHARE YOUR VIEWS ON CARE WITH CQC

During early March, the Care Quality Commission (CQC) ran a campaign to encourage more older people, their families and friends to share their experiences of health and social care. Sharing experiences helps CQC to improve the overall quality of care in England. It also helps to prevent poor care and abuse happening to others in the future.

You can share your experiences with CQC online by using this link: http://www.cqc.org.uk/share-your-experience-finder, or contact us in the Coalition office if you do not have access to the internet, and we will send it to CQC for you.

JOIN THE WHEELCHAIR FORUM

A group of wheelchair users met with Virgin Care last November to give their views and concerns about the wheelchair service, both in terms of delays in obtaining a new one, and also with the maintenance service.

Another meeting is to be held on Wednesday 7th June from 3 to 4.30 pm in Guildford. Contact Yasmin if you would like to attend. Tel./Text 07455 267 424, email yasmin.broome@surreycoalition.org.uk

RUNNYMEDE EXPLORED

The National Trust is developing a bid to the Heritage Locality Fund to create a legacy on the Magna Carta site. The project is at an early stage of engagement and we have asked Runnymede Access Group, chaired by one of our Coalition Board Members, Jonathan Fisher, to lead on ensuring any plans are accessible for disabled people.

If you are interested in getting involved, please Tel. 01483 456 558, Text 0778 0933 053 or email carol.pearson@surreycoalition.org.uk

GO TO HAMPTON COURT FLOWER SHOW

Volunteers who help us on the stand which we will be sharing at Hampton Court Flower show in July with Sight for Surrey and Age UK, can have free entry to the Flower show for a few hours.

Please volunteer to help us. Contact Yasmin: Tel/Text 0745 526 7424, or email Yasmin.broome@surreycoalition.org.uk
Voluntary Action South West Surrey hold quarterly meetings of their Older People’s Network to link organisations and older people in Guildford & Waverley. At their recent meeting they heard that there has not yet been much response to the consultation on the West Surrey Stroke Services. Please use the link below to give your views: www.guildfordandwaverleyccg.nhs.uk

The Consultation ends on 30th April.

They would also like more older people to attend their network meetings. Contact Yasmin if you are interested: Tel./Text 07455 267 424 or email yasmin.broome@surreycoalition.org.uk.

This group is for people with a visual impairment who meet with Commissioners and service providers to ensure services are what people want and need.

Their next meeting is on Thursday 20th April from 10.15 am to 12.30 pm at Park House in Leatherhead.

They will be discussing issues such as:
- The accessibility for visually impaired people of the plans for Transform Leatherhead
- Developments in services provided by Sight for Surrey
- The PENfriend scheme in local libraries, and
- Any concerns raised by Group members.

Transport is kindly provided by Sight for Surrey Volunteers. If you would like to attend, please contact Yasmin to book your transport. Tel./Text 07455 267 424 or email yasmin.broome@surreycoalition.org.uk

The Surrey Joint Strategic Needs Assessment (JSNA) on Dementia has been reviewed and updated, and will be available on Surrey i soon.
INFORMATION FOR YOU

INFORMATION AND ADVICE SERVICES

Surrey County Council hold bi-monthly meetings with information and advice providers to update them on new initiatives. At the last meeting people were:

- Given a demonstration on updating Surrey Information Point (SIP) which has a great deal of information about services in Surrey. Use this link to see what’s available: [https://www.surreyinformation-point.org.uk/](https://www.surreyinformation-point.org.uk/)
- Noted that there had been an increase in the number of people on Surrey Disability Register (860 more people joined during the past year), who will now receive the SDR Newsletter, which is published twice a year

TO JOIN Surrey DISABILITY REGISTER - SEE PAGE 3

NEW TRAIN TRAVEL PASSENGER ASSIST PHONE NUMBER

ATOOC (The Association of Train Operating Companies) have introduced a new Free Phone number to simplify the way in which people can obtain information about train times and bookings.

Currently we make Passenger Assist calls to National Rail Enquiries on 03457 484950, but some people may be charged for this call, so you can now use the new Free Phone number instead, which is:

0800 022 3720

and select option 2

EPSOM HUB REOPENS AFTER FIRE

We were very pleased to hear that Epsom Hub reopened in a new temporary shop at 126 High Street, on 13th February, following the forced closure of the original Hub at 131 High Street following a fire in the café next door in December.

For more information on the Surrey Hubs visit [http://www.thesurreyhubs.org.uk/](http://www.thesurreyhubs.org.uk/)
INFORMATION FOR YOU

DISABILITY EQUIPMENT SERVICE

ENCLOSED with this newsletter is a postcard giving you details about DES, to keep handy at home. DES have a website where you can buy or sell equipment.

Donating Disability Equipment
- We’ll collect from you
- Proceeds support DES running costs
- 25% of sale proceeds go to charity

Contact details: www.disabilityequipmentservice.co.uk
Email: team@disabilityequipmentservice.co.uk
Telephone/Text: 07845 041678
Twitter: @DESwebsite; Facebook: Disability Equipment Service

TACKLING LONELINESS

Loneliness affects many of us who live alone and find it difficult to go out or to socialise.

There is some useful advice online from the Consumers Association - use this link - http://tinyurl.com/hgwmowx

They suggest there are many ways to help your relative or neighbour overcome loneliness, and give suggestions on how to, such as:
- Strengthening family ties
- Changing living arrangements
- Spending time outside of the home
- Finding transport solutions
- Getting online
- Making new friends

SDPP ANNUAL REVIEW 2016

Surrey Disabled People’s Partnership have just published their Annual Review for 2016. Click on this link to see how they have supported thousands of disabled and other vulnerable people with a range of services: http://tinyurl.com/jx2zwpf

or contact us in the Coalition office for a paper copy.
Planning for future care can be difficult, complex and stressful. SOLLA (Society of Later Life Advisers) advisers specialise in the financial needs of older people, providing careful and considered advice. They have taken additional steps to become independently accredited. They can give the added reassurance that they offer the practical help and guidance needed to help you make the right decisions at the right time for funding care.

SOLLA was founded in 2008 as a ‘not for profit’ organisation with the aim of ensuring that people are better informed about financial issues in later life. They are qualified financial advisers specialised in advising older people on financial matters, including areas such as care fees advice and equity release. Advisers are individually accredited, carry a valid Statement of Professional Standing and hold a recognised qualification at Qualifications and Credit Framework (QCF) Level 4. They are supported by structured and unstructured Continuous Professional Development and adhere to a strict code of conduct. SOLLA as an organisation also promotes and raises awareness of financial issues in later life, inputs into legislative and policy change and contributes to debates on policy.

SOLLA advisers can provide advice on available benefits, ascertain shortfalls between income and expenditure, calculate potential financial liability, and model solutions to provide the best outcome to meet care fees funding liability. They can advise on Power of Attorney/Deputy and preserve client estates with effective timely planning.

To find a SOLLA Accredited Later Life Adviser, or to find out how they could help you, and at what cost, call 0333 2020 454 or visit www.societyoflaterlifeadvisers.co.uk

To find out more and see their latest Newsletter, email contact@familyvoicesurrey.org, or contact us in the Coalition office. They are very busy with several current surveys, consultations and events. Please join Family Voice if you are a parent or family member of a child or young person with additional needs living in Surrey.
UPDATES ON MENTAL HEALTH

SINGLE POINT OF ACCESS (SPA)

Surrey & Borders Partnership (SABP) have been progressing their plans to provide a SPA for Mental Health Crisis Care which was scheduled to go live in April 2017.

However, although much progress has been made in developing operational policies, training for call handlers etc., the Trust has decided to look in more detail at how the SPA would work with the community mental health recovery service before a large scale restructure takes place. They are therefore doing more field tests which regrettably extends the go live date for the SPA until February 2018.

More details are attached in a Project Update produced by SABP in mid March. Contact us in the Coalition office for a copy.

FIRST STEPS

Due to budget cuts at Public Health England and Surrey County Council, the First Steps Mental Health promoter service provided by Virgin Care is coming to an end on 31st March.

The Public Health service is trying to provide some aspects of the current service in different ways, and there will still be a website providing information, signposting and referral processes for other mental health services, and this will be on the SCC Healthy Surrey website.

For more information visit www.healthysurrey.org.uk/news/changes-first-steps-service. Public Health will continue to fund the Suicide Prevention Group, and training provision - see website: www.wheelofwellbeing.org

SUPPORTING PEOPLE’S MENTAL HEALTH IN THE WORKPLACE

Mary Frances Trust, the Community Connections provider in Epsom & Ewell and Mole Valley, hosted a lunchtime event for employers on 23rd March, as part of the “Time to Change” campaign. The event involved Acting Out Theatre by Let’s Link, evidence from an expert by experience and the signing of the Time to Change pledge.

For more information visit www.maryfrancestrust.org.uk
JOIN FOCUS

FoCUS is the Forum Of Carers and people who Use the Services of Surrey & Borders Partnership NHS Foundation Trust (SABP). Please join FoCUS to give your views on the Trust’s services and their plans and also be given many other opportunities to be involved (for example in the interview process for their new Director of Nursing in May).

For more information contact Jane Ahmed, our FoCUS Involvement Facilitator, email jane.ahmed@surreycoalition.org.uk or Tel./Text 07426 022279.

The next meetings of the 4 FoCUS Area Groups are as follows:

<table>
<thead>
<tr>
<th>Area</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>East &amp; Mid Surrey</td>
<td>Monday 3rd April</td>
<td>1pm - 3pm</td>
<td>Park House, Randalls Road,</td>
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<td></td>
<td></td>
<td></td>
<td>Leatherhead, KT22 0AH</td>
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<tr>
<td>South West Surrey</td>
<td>Wednesday 5th</td>
<td>1pm -3pm</td>
<td>Guildford Baptist Church, Millmead</td>
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<td></td>
<td>April</td>
<td></td>
<td>Guildford, GU2 4BE</td>
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<tr>
<td>North West Surrey</td>
<td>Monday 10th</td>
<td>1pm -3pm</td>
<td>Chertsey Halls, Heriot Road,</td>
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<tr>
<td></td>
<td>April</td>
<td></td>
<td>Chertsey, KT16 9DR</td>
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<tr>
<td>West Surrey &amp; North East Hampshire</td>
<td>Thursday 13th</td>
<td>1pm -3pm,</td>
<td>The Creche, High Cross Church, Knoll</td>
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<td></td>
<td>April</td>
<td></td>
<td>Road, Camberley, GU15 3SY</td>
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INDEPENDENT MENTAL HEALTH NETWORK

Over 120 people attended the Network’s GET TOGETHER at Leatherhead Leisure Centre on 24th March, where they heard about new services and planned changes, and visited 25 stands run by mental health service providers over lunch. More details in the next Issue.

Join the Independent Mental Health Network for people with experience of mental ill health and carers living in Surrey and North East Hampshire. Use your influence by working with the Commissioners of NHS and Social Care, who need your help and want to hear what it’s like using services, and how they could make them better.

GET IN TOUCH to find out more - contact Ian Stronge, Network Coordinator: email: ian.stronge@surreycoalition.org.uk or Tel./Text 0739 724 0035. See the website: http://www.useyourinfluence.org.uk
Our Payroll Services

At dhdirectpayments we provide a simple payroll solution that offers a comprehensive range of payroll services to all direct payment users.

Our range of services include:

- √ Set up or Transfer a Payroll
- √ Complete management of the payroll processing
- √ paySAFE, our online portal for all your payroll documentation
- √ Text messaging reminder service
- √ Complete Auto Enrolment pension solution
- √ Managed account service
- √ Payroll Training support
- √ Excellent support service for all your payroll queries

We are committed to providing solutions to all the challenges you may face with your payroll and will provide you with full support along the way.

You can choose from our full range of services and build up a service that best suits your needs.

For more information on how we can help you, please contact us as

(t) 020 8977 3559 (e) payroll@davidhoward.co.uk
(w) www.dhdirectpayments.co.uk

Surrey Coalition does not endorse any product or service advertised.
DATES FOR YOUR DIARY

SURREY COALITION’S 2017 AGM
Thursday 19th October 2017
10.30 to 3.30
Leatherhead Leisure Centre
Save the date and booking forms will be sent to you in September

LAUNCH OF TOBACCO CONTROL STRATEGY FOR SMOKE FREE SURREY.
Quit 51: One Year On
Wednesday 10th May
9.30 - 1 pm
Woking
ALL WELCOME
Just small version of attached poster. For more information contact Quit 51, the stop smoking service in Surrey
www.healthysurrey.org.uk/your-health/smoking, or www.quit51.co.uk

NORTH WEST SURREY CCG 2017 AGM
Wednesday 5th July
HG Wells Centre, Woking
Look on the website nearer the time for more details
www.nwsurreyccg.nhs.uk

SHOWCASE EVENT by Sensory Services at Sight for Surrey
Monday 25th September 2017
10 am to 4 pm
At The Lightbox in Woking
Put your date in your diary.

SURREY & BORDERS MEMBERSHIP EVENT ON Dementia Care
Thursday 4th May, 11 am - 2 pm
St Mary’s Church Hall
Stoke D’Abernon
Contact engage@sabp.nhs.uk for more info