GREATEST TURN OUT EVER AT SURREY COALITION’S AGM 2016

We were overwhelmed to have 90 Coalition members attend our AGM on 11th October 2016, and they were joined by a further 70 people from partner organisations in the public and voluntary sectors, who kindly ran 28 stands at the lunch time market place.

Judging by the very positive feedback we received, everyone really enjoyed the day, which focussed on Health and Physical Activity, with lots of interactive sessions, both physical and verbal!

SEE INSIDE FOR MORE OF THE HIGHLIGHTS AND MORE PHOTOS

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We were delighted that so many of our disabled members, associate members and supporters attended our AGM on 11th October 2016. We had a very full and interactive day - the highlights of which were:

**OPENING REMARKS**

These were given by Dr Andy Brooks, Chief Officer of Surrey Heath CCG, who kindly thanked our members for their important contributions over the past year and their many achievements, as shown in our Annual Report for 2015/16.

**AGM BUSINESS**

This was followed by usual AGM Business, and included the Co-Chairs Report, Activities Report and Finance Report, which showed that Surrey Coalition made a very small surplus of £2504 during 2015/16.

**ELECTION OF BOARD MEMBERS**

Coalition members present voted unanimously to re-elect Nick Markwick and Jonathan Fisher as Board Members for a further 3 years (pictured here).

**HELEN ATKINSON**

Members then received a short talk by Helen Atkinson in her Director of Public Health role (she is also Strategic Director of Adult Social Care) about the importance of physical activity for physical and mental wellbeing - a great introduction to what followed.

**ACTIVE SURREY**

Lawrie Baker told us about what Active Surrey is doing to implement Surrey’s Physical Activity Strategy. Then Jonny Pickering, from Mole Valley Sports, introduced a video (https://www.molevalley.gov.uk/active) which showed the many different sports in which disabled people are being supported to participate across Surrey.
“Move it or Lose it”

Michele de Casanove showed us some simple exercises which could be done both standing or sitting - in which everyone willingly joined in, as can be seen from these photos.

Boccia Demonstration

Members were then invited to join in a demonstration of “Boccia” - a form of bowls for people to play seated. Some of the many volunteers are pictured above, ready to start playing.

Table Discussions

- Members then discussed what physical activity and sport they currently do, and what prevents them from doing so. The results of their feedback have been very warmly welcomed by Active Surrey and the survey results will inform plans being developed by their Disability Sports Working Group to provide more supported and inclusive sports for all.
LUNCH AND VISITS TO THE MARKET PLACE

Everyone had a choice of hot lunch and time to visit the 28 exhibition stands kindly run by our many partner organisations, showing people the services on offer and providing information and advice. Some are pictured here.

ACTING OUT THEATRE

After lunch Megan Aspel from Let’s Link introduced Louisa, Jeremy and Caroline from Acting Out Theatre productions, who staged a dialogue showing the issues faced by a man disabled following an accident, and how it affected his mental health. Our members participated enthusiastically when asked to give suggestions on how the actors could change their behaviour to give the man more appropriate advice and support.

TABLE DISCUSSIONS

Facilitated by Engagement managers from the 6 CCGs and Surrey County Council, our members then had lively Table Discussions on what is good and what could be improved in the health services they receive. The CCGs have said that they found the session and feedback to be very informative, and have published these on their websites. They also said the feedback would inform their future priorities on health services for people with long term conditions.
OPPORTUNITIES TO GET INVOLVED

FIRST AID TRAINING – For disabled people and their carers

Anyone and everyone of all ages and impairments can help to save lives.
Our second First Aid Training course is
On Wednesday 8th February 2017
From 10.30 to 1 pm
At Astolat in Guildford

Please send us the booking form ENCLOSED to book your place, or contact Yasmin Broome: Tel/ Text 07455 267 424 or email: yasmin.broome@surreycoalition.org.uk

JOIN YOUR LOCAL DISABILITY ALLIANCE NETWORK GROUP (DANS)

Go along to your local group and meet up with other disabled people living in your area. Hear about local health, social care and other services, and give your views on how these can be improved.
The groups meet every 3 months and the next meetings are in January 2017, on the following dates:

Mon 9th Jan – MID SURREY GROUP
10.30 to 12.30, Park House, Leatherhead

Weds 11th Jan – SOUTH WEST GROUP
10.30 to 12.30, Godalming Baptist Church

Mon 16th Jan – EAST SURREY GROUP
11 am to 1 pm, Orpheus Centre, Godstone

Tues 24th Jan – NORTH SURREY GROUP
2 to 4 pm, Addlestone Community Centre

Transport can be provided, or travel expenses paid. For more information contact Sandy Frean, email Sandra.frean@surreycc.gov.uk, or Tel./Text 07976864082

DEMENTIA 2020 CITIZENS ENGAGEMENT PROGRAMME

The Department of Health have just launched the first phase of this new Programme and are running a survey for people with dementia and their families. Use this link to complete the survey:
https://consultations.dh.gov.uk/dementia/care-support-and-awareness/
or contact Yasmin Broome, who will help you complete the survey: Tel/Text 07455 267 424
OPPORTUNITIES TO GET INVOLVED

GIVE YOUR VIEWS TO CQC

The Care Quality Commission launched a new campaign in mid November on Invisible Conditions. Nearly 1 in 3 people have a long term condition, and many of these are invisible or not easily noticed by someone else.

CQC said in their State of Care 2015/16 report that many people with long term conditions do not feel involved in their care.

CQC therefore want to tell people about the standards of care they can expect, and want people to give feedback about their care – do so by using this link: http://www.cqc.org.uk/content/invisible-conditions

If you do not use the internet, then please send your comments to us and we will pass them on to CQC (see Coalition address and contact details on front page).

LONG TERM NEUROLOGICAL CONDITIONS GROUP

This group of people living with conditions such as MS, Parkinson’s, MND and Brain Injury, and their carers, meets quarterly with the commissioners and services providers, together with the charities which support them.

Pictured here at one of their meetings last year, the group are working with Active Surrey to develop more exercise classes, hydrotherapy and supported swimming groups with specially trained staff providing support.

The next meeting is on Thursday 16th February 2017, from 10.30 to 1 pm, at Park House, Leatherhead.

The group will be developing a new Action Plan with the funders of services, to develop improved services for the future.

For more information contact Carol Pearson, Tel: 01483 456 558, Text: 077809 33053 or email: carol.pearson@surreycoalition.org.uk

CQC TO INSPECT

ASHFORD & ST PETER’S HOSPITALS

The Care Quality Commission are planning to inspect Ashford & St. Peter’s Hospitals NHS Foundation Trust in February next year.

You can give your views on your experiences of the hospitals by contacting hospitalinspections@cqc.org.uk.

We will let you know when there are more opportunities to give your views nearer the time.
OPPORTUNITIES TO GET INVOLVED

JOIN YOUR LOCAL FoCUS GROUP

… and give your views on services provided by Surrey & Borders Partnership NHS Foundation Trust

FoCUS stands for Forum of Carers and people who Use our Services.

The next meetings of the local Area Groups are in January 2017, on the following dates:

**Tues 3rd Jan** – EAST & MID FoCUS
1 to 3 pm, Woodhatch Centre, Reigate

**Wed 4th Jan** – SOUTH WEST FoCUS
1 to 3 pm, St. Saviour Church, Guildford

**Mon 9th Jan** – NORTH WEST FoCUS
1 to 3 pm, Hythe Centre, Staines

**Thurs 12th Jan** – WEST FoCUS
1 to 3 pm, Farnborough Library

Anyone who has used SABP’s services, and carers, are welcome. Transport can be provided or travel expenses paid on the day.

To find out more contact our FoCUS Involvement Facilitator, Jane Ahmed, email: jane.ahmed@surreycoalition.org.uk, or Tel. / Text 07426 022279.

PLEASE COME ALONG AND MEET OTHERS WHO HAVE HAD SIMILAR EXPERIENCES OF MENTAL HEALTH SERVICES

JOIN OUR COMMUNITY EQUIPMENT GROUP

This group meets every 2 months and their last meeting was in October, when they visited the new premises of the Community Equipment Service provider, Millbrook Healthcare, in Guildford.

**COME TO THE NEXT MEETING**, which is

On **Monday 6th February 2017**
From 10.30 to 12.30
At Millbrook, Normandy, Guildford, GU3 2DX

The group will be discussing Disabled Facilities Grants, Technology Enabled Care and the Community Equipment Service.

For more information and to book your transport to attend, contact Yasmin Broome, our Involvement Coordinator: Tel./Text 07455 267 424 or email: yasmin.broome@surreycoalition.org.uk
OPPORTUNITIES TO GET INVOLVED

JOIN SURREY VISION ACTION GROUP
If you have a visual impairment, then join Surrey Vision Action Group to have your say on services in Surrey. This independent group is led by and for people with a visual impairment, and works with Commissioners and Providers of services in Surrey to improve access to services and support.

Join the group and you do not have to come to meetings, but can receive information about what is going on and can give your views in other ways. Transport to meetings is provided.

The next meeting is

On Thursday 19th January 2017
From 10.15 to 12.30
At Park House in Leatherhead

To find out more please contact carol.pearson@surreycoalition.org.uk, or Tel. 01483 456 558 or Text 077809 33053

NHS SUSTAINABLE TRANSFORMATION PLANS (STPs)

NHS Commissioners (CCGs) have been working together with their local NHS Trusts and Adult Social Care Services to produce STPs for defined geographical areas based around the natural catchment areas of Acute Hospital Trusts. In Surrey, we are part of 3 STPs:

- **Surrey Heartlands**, covering North West Surrey, Guildford & Waverley, and Surrey Downs CCG areas (www.nwsurreyccg.nhs.uk/surreyheartlands/pages/default.aspx)
- **Frimley Health & Care** (www.surreyheathccg.nhs.uk/about/frimley-health-care-stp)
- **Sussex and East Surrey**, including East Surrey CCG area (www.brightonandhoveccg.nhs.uk/your-services/sustainability-and-transformation-plan)

Their plans have recently been published - use links above to look at the STP Plan in your area.
INFORMATION FOR YOU

FIRST AID APP
Learn First Aid anytime, anywhere, with the Red Cross’ award winning First Aid App and Baby and Child First Aid App. Download the Apps from http://www.redcross.org.uk/what-we-do/first-aid/mobile-app, or for more information Tel. 01483 749072, Text 07590 445383.

IN MEMORY
We were all very saddened to hear of the deaths of two very long standing members of Surrey Coalition in September 2016:

• PAT JARRETT • VIVIEN RANGER
Both lived in the Redhill area and had been members for 15 and 16 years respectively.
We will remember them both with much fondness.

SPEAK EASY CAMPAIGN ON “TAKE NOISE OFF THE MENU”
Action on Hearing Loss are re-launching their campaign for the festive season – and have provided a pack of questions people who are hard of hearing should ask restaurants, cafés and pubs, to encourage them to reduce noise.
Their report in the summer said that 80% of people said they had left a venue early because there was too much noise. There are 11 million people with hearing loss in the UK, so it is important their voices are heard.
Order or download your pack using the following link: http://hearingloss-news.org.uk/rnidlz/lz.aspx?

MPs TO BE SURVEYED ABOUT THEIR MENTAL HEALTH
Let us hope this survey raises awareness about mental health both in Government and with the public, once the results are published.
A former Tory Health Minister is conducting the survey with Kings College, and will ask MPs about depression, sense of self worth and their drinking habits. A standard psychiatric questionnaire will be used.
INFORMATION FOR YOU

WELFARE BENEFITS ADVICE

We reported in the last issue of Coalition News about the very disappointing decision taken by funders to cease the Get Wis£ Benefits Advice service at the end of September.

We are very concerned that people should continue to have benefits advice, particularly about ESA and PIP. Some services are still available, which include:

- **New contract awarded to Sensory Services by Sight for Surrey**, to provide benefits advice to people with sight and hearing loss:
  - Email: info@sensoryservices.org.uk
  - Tel. Helpline: 01372 3771
  - SMS Text: 07860 026269
  - Skype: skype@sensoryservices.org.uk
  - Voice line for Deaf/Hard of hearing: 01372 869961

- **Specialist Mental Health advice** (including benefits advice) for people with severe and enduring mental illness), provided by Surrey CABs. Accessed through acute psychiatric services

- **Advice line for older people** aged 50 plus – from Age UK Surrey’s advice line, Tel. 01483 446627, or email: enquires@ageuksurrey.org.uk

- **The DWP Benefits Home Visiting Service** is also available for disabled and older people and can be accessed through an authorised partner, including your local **CAB, Age UK Surrey** or **SDPP’s Advocacy Service**:
  - Tel: 01483 750973
  - Text: 07561 392818
  - Online contact form: [https://www.sdpp.org.uk/contact/index.php](https://www.sdpp.org.uk/contact/index.php)

FAMILY VOICE SURREY

Join Family Voice Surrey if you are a parent or carer of a child or young person with additional needs – add your voice to others to help improve services in Surrey. They can also signpost you to the right information. Or join their meeting list:

- Email: contact@familyvoicesurrey.org.uk, or look at their website: [http://www.familyvoicesurrey.org/](http://www.familyvoicesurrey.org/)

AUDIO CD VERSIONS

Just a reminder that you can receive Coalition News on an Audio CD instead of a paper copy. Let us know in the Coalition office.
WHAT OUR MEMBERS HAVE BEEN DOING

WHEELCHAIR USERS FORUM

11 wheelchair users and carers met on 30th November with managers from the NHS Wheelchair Service run by Virgin Care in West Surrey. The meeting gave wheelchair users the chance to bring up issues of concern including:

- The time between initial contact and seeing a therapist
- Time taken to then access wheelchairs from manufacturers once an order has been placed
- The large amount of time it is taking to get a rehab engineer to adapt equipment when this is necessary
- The impact of Brexit on supply of wheelchairs and parts
- Dissatisfaction with the quality and timeliness of repairs from AJ Mobility
- Staff recruitment problems causing backlogs
- Breakdown and recovery services

The group were updated on the upcoming procurement for a new service from April 2018 and how Virgin Care would like to see all the CCGs commission a county wide service that included a centre of excellence that can offer a 'one stop shop' with a drop in repair clinic. We look forward to hearing more about what Virgin will do to address the problems raised.

DISABILITY ALLIANCE NETWORK

The Chairs and Vice Chairs of the 4 DANS Groups met again on 24th November, to discuss issues raised at their local Area Groups, and to consider county wide and national consultations. The topics included:

- Monitoring implementation of the NHS Accessible Information Standard
- Engaging with local NHS Clinical Commissioning Groups (CCGs) and NHS Hospital Trusts
- Encouraging more people to attend their local DANS groups

See page 5 for details of the next meetings being held in January 2017.
WHAT OUR MEMBERS HAVE BEEN DOING

FIRST AID TRAINING

With funding from the Joint Training Partnership, we ran a First Aid Course for disabled members and their carers on 25th October. The training was provided by British Red Cross, who believe that everyone can learn a few simple first aid skills which could help someone in an emergency.

15 people took part in a fun, informative and interactive session, learning how to deal with choking, burning, cuts, stroke and seizures. The training also included videos, demonstrations and a question and answer session. Those attending said they felt more confident to be able to assist with an emergency as and when it happens. See the ENCLOSED flyer and booking form for details of the next course on Wednesday 8th February 2017.

EMPOWERMENT TRAINING

Surrey Coalition was pleased to be able to continue to offer Empowerment Training to members which aims to help members to have the confidence to express their views at meetings and events.

10 members attended the training in November and took part in practical exercises looking at situations that may arise when attending meetings or events. Feedback from those attending the training was extremely positive. Some comments were ‘It has made me look at things in a different way’ and “I have learnt to not misconstrue or judge, think outside the box”.

PATIENT TRANSPORT ADVISORY GROUP

5 Surrey Coalition members are continuing to meet with North West Surrey CCG to be involved in implementation plans for the new Non Emergency Patient Transport Service which will be provided by South Central Ambulance Service NHS Trust from April 2017.

Our Co-Chair Nick Markwick is also representing patients’ interests in monitoring of the current service provided by South East Coast Ambulance Service, until the end of March next year.
WHAT OUR MEMBERS HAVE BEEN DOING

INFLUENCING THE NHS

Coalition members have continued to attend engagement events with their local Clinical Commissioning Groups (CCGs) to give their views on services needed by people with long health term conditions. These have included:

- Attending the annual meetings of **East Surrey CCG** on 15th September, **Guildford & Weaverly CCG** on 21st September and **Surrey Heath CCG** on 22nd September
- Joining **Surrey Downs CCG’s Participation Action Network** (PAN). Members also responded to the CCG’s survey on health priorities for people living in the Surrey Downs area in central Surrey
- Volunteering to join a new **Patient and Carer Reference Group** to review **Continuing Health Care** (CHC) policy and practice across Surrey, which is being led by Surrey Downs CCG on behalf of all CCGs. We hope this important work will start soon.
- Working with **North West Surrey CCG** on the new Non Emergency Patient Transport service and new 111 service.

SURREY HARD OF HEARING FORUM

Members of the Forum met last on 26th September (pictured here), where they discussed:

- Audiology services provided by Royal Surrey County Hospital (including those at Frimley Park and Ashford & St. Peter’s)
- Lip reading classes and Drop In hearing aid repair clinics run by Guildford Diocese
- The new strategy for Sensory Services by Sight for Surrey, including priorities and suggestions for a strapline.

The forum meets next on

**Thursday 15th December 2016**
From 10.30 to 1 pm
At Park House, Leatherhead

If you are hard of hearing or deafened (or a carer), please do come along. Contact **carol.pearson@surreycoalition.org.uk**, Tel. 01483 456 558 or Text 077809 33053
# WHAT OUR MEMBERS HAVE BEEN DOING

## NEW TECHNOLOGY ENABLED CARE SERVICE

10 members of our Community Equipment and Telecare Group attended a further workshop on 6th December to help shape the specification for a new Technology Enabled Care service across Surrey. More information next time.

## NHS 111 PROCUREMENT

Members of Surrey Coalition’s Board have been invited to join North West Surrey CCG’s Patient Advisory Group on the NHS 111 service, to help shape the specification for a new contract from April 2018. We will report more as the work progresses.

## REPRESENTING DISABLED PEOPLE

Members of the Surrey Coalition Board regularly attend a range of important Boards and Committees to ensure that the views of disabled people are listened to and acted upon. In recent months these have included:

- SCC’s Wellbeing & Health Scrutiny Board
- Surrey Health & Wellbeing Board
- Healthwatch Surrey’s Board meeting in public
- Surrey Equality group
- Surrey Safeguarding Adults Board
- Home Based Care Reference group – discussing the process for awarding new contracts with more Care Agencies from October next year
- Monitoring of the current General Advocacy and Mental Health Advocacy contracts, pending the start of a new combined Advocacy Service for Surrey from April 2017

## LEARNING DISABILITY PARTNERSHIP BOARD

Members of the Learning Disability Partnership Board met on 1st December and listened to presentations on the financial challenge faced by Surrey County Council due to increasing demand and reduced funding from Central Government. Members were also given an update on carers services including the new digital information app and how to stay well this winter.
WHAT OUR MEMBERS HAVE BEEN DOING

COMMUNITY EQUIPMENT MEETING

Members of the Community Equipment Service User and Carer Reference Group met on 3rd October at the new depot of Millbrook Healthcare. During the meeting members discussed the Community Equipment Service Board which will oversee the restructure of the Community Equipment Service (CES), given feedback on the operations for the current Community Equipment Contract run by Millbrook Health Care including details on the new service user model, and an update on assistive technology. The group were then given the opportunity to tour the new building which gave the group a useful insight into how the operation is run and where equipment is stored.

WISLEY FLOWER SHOW

Volunteers from Surrey Coalition worked alongside several partner organisations to run a joint exhibition stand at RHS Wisley Gardens Flower Show from Tuesday 6th September to Sunday 11th September. The stand was run with Sight for Surrey, Age UK Surrey and Action for Carers Surrey, and we produced a flyer giving details of all 4 organisations, of which about 5000 copies were given out to people visiting the Flower Show.

RHS Wisley have invited us back next year to run two Freedom Days on 2nd and 9th August 2017, and to promote our organisations again at the Flower Show in early September 2017.

Please let us know if you would like to volunteer to help - and get free entry to the Gardens when you do so.
If you are registered on Surrey Disability Register, you should have recently received a survey from Surrey Police, which we hope you will complete, and return by the deadline of 3rd January 2017.

This is the second survey which Surrey Police have undertaken, with our help, and the first one two years ago received over 2000 responses. They need to know if the response and support they give to disabled people has improved during the time.

If you are disabled and have not received a copy of the survey then please go to your local Hub, or contact us in the Coalition office. An electronic version of the survey can be found using this link: https://www.surveymonkey.co.uk/r/Feeling_safe

Although 4 of the smaller Hubs had sadly to close earlier in the year, the remaining 5 Hubs are doing a wonderful job, helping more and more people to get the information they need, or to access further advice and support.

The Hubs still open are in Epsom, Godalming, Redhill, Staines and Woking, all in the main shopping areas, so please go along if you need information, advice or support.

Quarterly performance reports show that:

- Customer feedback is very positive
- The number of enquires is up by 18% compared to the previous six months
- The Hubs have undertaken a wide range of campaigns in their areas promoting equipment, dementia awareness and mental health
- Pop up hubs are provided regularly in Boroughs where there are no fixed Hubs, so reaching more and more people

REALLY EXCELLENT WORK IS BEING DONE BY 100 VOLUNTEERS – THANKS TO YOU ALL
LOCAL PEOPLE HELP SURREY TO IMPROVE SERVICES THIS AUTUMN

A huge contribution has been made by local people (including Surrey Coalition members) this Autumn, with and through Healthwatch Surrey, to improve local services.

Care Homes
Working on one of the 5 priorities identified by Healthwatch Surrey, teams of volunteers have visited Care Homes as part of a programme of 25 visits to find out what opportunities are available to Care Home residents to take part in activities. A report summarising these visits will be published in January. During these visits some quality concerns were identified, considered and reported by Healthwatch Surrey to the Safeguarding Adults Team and CQC. The CQC inspected two days later and found evidence of poor quality care. The home has been put into special measures.

GP Appointments
Volunteers and Patient Participation Groups have also been instrumental to gathering experiences and evidence of local services. Thanks to a number of experiences shared with us relating to a GP practice, Healthwatch Surrey were able to highlight problems in making appointments to NHS England. NHS England visited the practice to discuss the issues. The Director of Commissioning for Surrey & Sussex stated that they shared concerns about changes to the way the practice makes appointments and how it was having a negative impact on patients. Consequently, the practice partners will now be putting measures in place to address this and submitting their improvement plans to NHS England who will monitor the improvements.

In addition to its regular reporting and involvement with decision makers, Healthwatch Surrey is working on other projects: supporting early intervention in Mental Health, improving the experience of Hospital Discharge and making it easier to make an NHS Complaint.

If you would like to find out more about these plans, or get more involved in the work of Healthwatch Surrey, please contact them at:

Phone: 0303 303 0023
Text (SMS): 07592 787533
Text Relay: 18001 0303 303 0023
Email: enquiries@healthwatchsurrey.co.uk

When contacting them you will also have the opportunity to sign up to their monthly e-bulletin, to keep in touch with their work.
FOCUS ON MENTAL HEALTH

ANNUAL EVENT IS A GREAT SUCCESS

On 30th November over 160 people, including many with experience of mental ill health, and carers, attended the Annual event run by the Emotional Wellbeing and Mental Health Partnership Board, in HG Wells Centre, Woking. Our new Mental Health Network Coordinator, Ian Stronge (pictured here), stepped in to compare the day, as sadly Don Illman, Co-Chair of the Partnership Board was unable to attend due to illness.

There were many really informative presentations, for example, from Tom Cohen, who talked about his positive experience of the IAPT service, and from Sara Truman, carer and Chair of National Autistic Society, Surrey Branch, on what autism is and the services they need, particularly to access appropriate mental health services.

We also saw a short scene from Acting Out Theatre Productions, showing the lack of understanding of various health professionals and advice services about the needs of a man with mental ill health following redundancy.

Chair of the new Mental Health Network Coordinating Group, Eleanor Levy, also acted out a dialogue with her GP (played by Ian Stronge) which demonstrated the problem of attitude of professionals who do not know how best to support someone with mental ill health. This is one of the main issues which the new Mental Health Network is trying to tackle.
FOCUS ON MENTAL HEALTH

LOCAL MENTAL HEALTH STAKEHOLDER GROUPS

Two of the Mental Health Stakeholder Groups have opted to be part of the new Mental Health Network and now have people with experience of mental ill health as their Chairs.

North West Surrey

Tony Kenny has been elected as Co-Chair of this Mental Health Stakeholder Group. He hopes that the other Co-Chair will be elected at the next meeting, which is on **Wednesday 21st December, 10 – 12, at the Hythe Centre, Staines**

East & Mid Surrey

Don Illman is continuing as Chair of this Group, which he has done for many years, and then represents the Stakeholder Group on the Emotional Wellbeing and Mental Health Partnership Board, which he now Co-Chairs.

The next meeting of this Mental Health Stakeholder Group is on **Tuesday 13th December, 10 – 12 at Park House, Leatherhead**.

PROCUREMENT OF NEW MENTAL HEALTH SERVICES

Members of the Independent Mental Health Network have been working with NHS and Social Care Commissioners over recent months, to evaluate bids for new services to start in April 2017. These are:

- **First Steps** Mental Health Promotion Service across Surrey
- **Community Connections Services** delivered in each Borough and District for people with self defined mental ill health
- **Surrey wide Advocacy service** including mental health advocacy and IMHA (Independent Mental Health Advocacy) for people detained under the Mental Health Act

The preferred bidders are being submitted for County Council Cabinet approval on 13th December, and will be announced early in the New Year.
FOCUS ON MENTAL HEALTH

UPDATE ON NEW INDEPENDENT MENTAL HEALTH NETWORK

For people with experience of mental ill health and carers, living in Surrey and North East Hampshire.

The Network Coordinating Group continues to meet bi-monthly and met last on 18th November, where they discussed:

- Their current Work Programme, including progress on tackling issues such as the Autism Pathway to mental health services, the pathway from Primary Care and improving the attitudes of professionals
- Updates from NHS and Social Care Commissioners on future plans, and
- Representing the Network at other meetings, including those on NHS Sustainable Transformation Plans (STPs)

Our Network Coordinator has now produced a process by which people can join the Network and is setting up a new website, which is already there, in a small way, at http://snehimhn.wordpress.com

Please contact Ian Stronge for more information and to join the new Network, email: ian.stronge@surreycoalition.org.uk, Tel. / Text 07397 240 035

UPDATE ON CRISIS MENTAL HEALTH SERVICES

Surrey & Borders (SABP) have recently produced an Update on new services to support people in mental health crisis, including a new service from April 2017, which will include:

- A single point of contact / Freephone number
- SMS text service
- Open 24 hours a day, 7 days a week
- Providing telephone / text triage and rapid response, which is open to all

For a copy of the Update contact us in the Coalition office.
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.
A CHRISTMAS WORD SEARCH

For a little fun - and a Prize - and to test you on key words which are all names of ‘Countries’

Below is a list of words that has been hidden in the grid for you to find:

However, one of the words is missing from the grid. You must identify the missing word from the list below.

ASIA   ENGLAND  INDIA    NORWAY
AUSTRALIA  FIJI  JAPAN    PERU
CANADA  FRANCE  KAZAKHSTAN  POLAND
CHINA   HOLLAND  KENYA    PORTUGAL
CUBA   HUNGARY  KOREA    RUSSIA
EGYPT   ICELAND  MEXICO   SPAIN
NEW ZEALAND  SWEDEN

The missing Country is …………………

Please send your competition entry into the Surrey Coalition office by Friday 6th January when the draw for the winner will take place.