December 2017

COALITION NEWS

Working together to promote equality of opportunity and independent living for disabled people in Surrey

Issue 57

SURREY COALITION OF DISABLED PEOPLE
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HUGE TURNOUT AT SURREY COALITION’S AGM 2017

We were so pleased to have 85 Coalition members at our AGM on 19th October 2017 at Leatherhead Leisure Centre. They were joined by more than 70 people from voluntary and public sector organisations, including County Councillors and the people who ran 28 information stands in the Marketplace at lunch time.

Judging by the positive feedback everyone seemed to enjoy the day which focussed on the integration of health and social care, interspersed with some physical activity and other interactive session.

See inside for more highlights

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HAPPY CHRISTMAS EVERYONE
SURREY COALITION AGM 2017

We had a very full, informative and interactive day, the highlights of which were:

- AGM Business
  The day began with the formal Annual General Meeting of members and associates. This included the Co-Chairs’ report, Activities report and Financial report for 2016/17. This showed that Surrey Coalition made a small loss of £1032 reflecting the budget pressures we face, like everyone else. All the information produced is contained in Surrey Coalition’s Annual Report for 2016/17, which members had previously received and can now be seen on our website here: http://tinyurl.com/ya6f43p8

- Election of Board Members
  Members voted unanimously to elect a new member to the Board - Dan Hefferland, pictured here.
  They also re-elected three more Board members:
  - Gill Haworth
  - Gemma Roulston
  - Jenny Teagle

- Presentations on Integrating Health and Social Care
  Following the close of the AGM, we then moved on to hearing about and discussing the steps being taken to integrate health and social care across Surrey

  - Jonathan Sly
    Head of Integrated Care, Surrey Heath Clinical Commissioning Group
  - Helen Atkinson
    Strategic Director of Adult Social Care and Public Health, Surrey County Council
Jonathan told us about what they have done in Surrey Heath to bring health and social care staff into one team and to set up a Single Point of Access to care and support for everyone and their GPs.

We all thought that this model was excellent and hope to see similar integrated teams across Surrey in the near future.

Helen told us about other models of care introduced in other parts of Surrey to provide integrated health and social care services, particularly for older and more vulnerable people.

She then told us about what Surrey Heartlands, one of the new Sustainability and Transformation Partnerships (STPs) between the NHS and Surrey County Council were planning to bring health and social care together in Surrey.

At question time several of our members challenged the speakers about their plans for integrated services and we hope to see more signs of really joined up health and social care everywhere soon.

If you would like a copy of the Presentations please contact us in the Coalition office: Tel.: 01483 456 558, Text: 077809 33053, or email info@surreycoalition.org.uk

At lunchtime our members visited the many information stands, as pictured here, and more than 30 people received a health check, including blood pressure and cholesterol from the Occupational Health staff at St. Peter’s hospital, which was much appreciated (a significant number of these were referred on for further checks).
Acting Out theatre
After lunch Megan Aspel from Let’s Link introduced the actors Louisa, Jeremy and Caroline from Acting Out Theatre Productions, who staged a dialogue between a woman diagnosed with dementia, her husband and a social care practitioner. This highlighted the difficulties people experience when trying to get health and social care support. Members then identified what had gone wrong in the play and what the social worker could have done better.

Move it or Lose it
Michele then led everyone in an activity session which got everyone moving, as seen here.

Table Discussions
Lastly our members shared at their tables their experiences of receiving health and social care services, both good and bad, and discussed what they would like to see improved in the future.

We will be sharing the feedback from these discussions with health and social care leaders so that our members’ views can inform and help shape plans for future service improvements.

Lastly - our thanks to everyone who came to our AGM, to the many staff who ran exhibition stands and to colleagues in the County Council, NHS and voluntary organisations who helped by facilitating the table discussions.
WORKING WITH THE NHS

PROCURING NEW HEALTH SERVICES

Coalition members have continued to work with the NHS Clinical Commissioning Groups to co-design specifications and help evaluate tenders for new services on behalf of people with long term conditions. Examples included:

- Working on the new NHS 111 and GP Out of Hours service
- Working on a new Surrey wide wheelchair service contract for April 2019
- Evaluating bids for new Adult Community Health services in Guildford and Waverley
- Contributing to the contract for new Adult Community Health services in Surrey Downs from October 2018

WORKING WITH THE SUSTAINABILITY AND TRANSFORMATION PARTNERSHIPS (STPs)

We have been working hard to try to ensure representation by people with long term conditions in the plans being developed by the 3 STPs which cover parts of Surrey.

- With Surrey Heartlands, we have participated in all of their stakeholder events and are now working with Healthwatch Surrey who have been commissioned to recruit Citizen Ambassadors to contribute to the seven STP workstreams (see page 19 for more information)

- With Frimley Health and Care STP and Sussex and East Surrey STP our influence has been mainly on mental health. Members of the Independent Mental Health Network have attended workshops on mental health with both of these Partnerships

OTHER RECENT ACTIVITIES

- Giving views on the future plans for new buildings for Epsom and St. Helier Hospitals
- Attending public meetings about the reprovision of health services at Weybridge Hospital following the fire
- Attending the NE Hants & Farnham CCG Innovation Conference on 20th November. Use this link for more information: http://tinyurl.com/yacqqula
BLUE BADGE PARKING CHARGES INTRODUCED ON HOSPITAL SITES

Despite efforts made by members of the South West Disability Alliance Network and Surrey Coalition to prevent the introduction of parking charges for Blue Badge holders, both Royal Surrey and Frimley Park Hospital have recently implemented charges.

We have worked with Royal Surrey to try to improve the accessibility of pay machines and the hospital services to enable wheelchair users and those with sensory impairments to now pay parking charges, but are still waiting for many of the recommendations to be implemented. Pictured here are members doing a ‘walk through’ of the partners journey to check for access barriers.

FIGHT THE FLU AND STAY WELL THIS WINTER

Surrey Downs CCG have asked us to promote this campaign, which applies to everyone in Surrey.

The Stay Well This Winter campaign aims to alleviate winter pressure on NHS services by outlining simple choices people can make to keep themselves well during the colder months. This includes ensuring you receive your free flu vaccination, if you are over 65, a carer or have a long term health condition, such as bronchitis, emphysema, diabetes or asthma.

Flu is highly infectious and can sometimes lead to serious complications requiring hospitalisation. This year we are anticipating a particularly bad strain of the virus to hit the UK, following reports of severe outbreaks in the southern hemisphere.

So make an appointment with your GP or visit your local pharmacist and don’t assume that if you were vaccinated last year you are safe - the vaccination needs updating every year to be fully effective.

To find out more visit www.nhs.uk/flu Jab and www.healthysurrey.org.uk/your-health/seasonal-advice/winter or contact us in the Coalition office for a leaflet and more information.
WHAT MEMBERS HAVE BEEN DOING

SURREY VISION ACTION GROUP

Pictured here are members of SVAG at their meeting on 26th October where their discussions focussed on problems with obstructions on pavements.

Working with Guide Dogs UK on their pavement campaigns and with Surrey Highways, they are now implementing several actions to deal with pavement obstructions:

- Designing a poster to be displayed in refuse collection vehicles to remind them to put bins back in safe locations that do not block pavements
- Tackling parking on pavements with help from Surrey Police and Surrey Highways, including the use of Park SMART leaflets to explain to drivers about the problems caused by parking on pavements, and
- Working with Surrey Highways on an information sheet to explain the different roles of Surrey Highways and Borough & District Councils about enforcement of rules on pavement obstructions, including removal of overhanging branches.

If you have a visual impairment and would like to join SVAG please contact Yasmin: email Yasmin.broome@surreycoalition.org.uk or Tel/Text 07455 267424

DfT TRANSPORT ACCESSIBILITY ACTION PLAN CONSULTATION

We submitted a Joint Response to the Department for Transport on their Action Plan for improving Transport Accessibility, on behalf of Surrey Coalition, Surrey Vision Action Group and the Disability Alliance Network

Many of the points we raised were endorsed in the Surrey County Council response sent by Cllr Mike Goodman, the Cabinet member for Highways and Transport. We hope the DfT listen to our concerns. Please contact Yasmin if you would like a copy or use this link: https://tinyurl.com/y9owngcj

Email Yasmin.broome@surreycoalition.org.uk, or Tel/Text 07455 267424
WHAT MEMBERS HAVE BEEN DOING

COMMUNITY EQUIPMENT GROUP

Members of the Surrey Community Equipment Group met on 6th November and discussed:

- The Borough and District Council’s Equipment & Adaptations Report and key recommendations
- Operational report from Millbrook, the Community equipment supplier
- Technology Enabled Care (previously called Telecare)
- The new Surrey Community Equipment Services Board

Please join our Community Equipment Group to give your views on equipment and adaptations needed to enable people to live independently at home. Contact Yasmin: Tel/Text 07455 267424 or email Yasmin.broome@surreycoalition.org.uk

DISABILITY ALLIANCE NETWORK SURREY (DANS)

The four Disability Alliance Network groups met in October and November and discussed the following:

- Consultation on plans for a new hospital for Epsom and St Helier
- SCAM Awareness – by Trading Standards
- Accessible Bus Travel
- Update from East Surrey CCG (pictured here)
- Update from Surrey Police
- Pharmaceutical Needs Assessment
- Guildford Car Parking Policy
- Update from Sight for Surrey
- Parking charges for Blue Badge holders in Waverley Borough Council car parks and at Royal Surrey Hospital
- DfT Transport Accessibility Consultation

The next Disability Alliance Network meetings will take place in February 2018 (see page 18 for details). To join DANS contact Sandy - Sandra.frean@surreycc.gov.uk, or Tel./Text 07976 864 082
WHAT MEMBERS HAVE BEEN DOING

LIVING AND AGEING WELL IN SURREY

Members of the Living and Ageing Well Partnership Board met on 20th November and discussed the following:

- Strategies to reduce Social Isolation for older people
- New On-Line Adult Social Care Tools
- Public Health Winter Campaign
- Surrey Dementia Action Alliance
- Refresh of the Living & Ageing Well Pledges

For more information contact Yasmin: Tel/Text 07455 267424 or email Yasmin.broome@surreycoalition.org.uk

LONG TERM NEUROLOGICAL CONDITIONS GROUP

This group of people living with conditions such as MS, Parkinson’s, MND and Brain Injury meet quarterly with Commissioners and service providers and the Charities which support them to try to improve services across the County.

They are pictured here at their recent meeting in November where they discussed many important matters, including:

- NHS Continuing Health Care and the problems people face in obtaining CHC funding and support when they need it
- The draft Implementation Plan and actions to ensure people have the care, support and equipment they need for the point of diagnosis to end of life care
- New initiative by Active Surrey to provide opportunities for physical activity and swimming sessions for people with long term conditions

At their next meeting on 13th February the group will be talking to the Head of NHS Continuing Health Care at Surrey Downs CCG, who is responsible for CHC across Surrey, and also to Community Health Services Providers about their role in providing community nursing, specialist nurses and rehab in people’s homes.

Please do come along and have your say. Contact Yasmin: Tel/Text 07455 267424, or email Yasmin.broome@surreycoalition.org.uk
WHAT MEMBERS HAVE BEEN DOING

SIGHT FOR SURREY’S SHOWCASE

Many people went to Lightbox in Woking on 25th September to attend the showcase event and to hear about the many services provided by Sight for Surrey for people with a visual impairment or who are Deaf or hard of hearing.

Jonathan Fisher, Chair of Surrey Vision Action Group and a Coalition Board member is pictured here with Ozzy and 2 members of the Sight for Surrey team.

AUTISM PARTNERSHIP BOARD

The Autism Partnership Board last met on 11th October where the main topics discussed were:

- Joint Strategic Needs Assessment – What needs to be included for people with autism
- Surrey People Standards (see page 19 for more information)

The Surrey Autism Partnership Board meets quarterly and is open to people with autism and their carers.

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

FARNHAM HEALTH AND WELLBEING EVENT

South West Surrey Disability Alliance Network Chair and Vice Chair attended the Wellbeing event held at Farnham Hospital on 14th October to promote the DANS and Surrey Coalition.

David, Roger and his wife Ann are pictured here enjoying the event attended by many people and local organisations.
UPDATES ON MENTAL HEALTH

Is the Forum of Carers and people who Use the Services of Surrey & Borders Partnership NHS Foundation Trust. FoCUS members meet in their 4 Area Groups eight times a year, and at their October meetings they participated in workshops to discuss how to make FoCUS better. They shared ideas on:

- What is going well
- What can be done to build on the success of FoCUS, and
- What can be done to bring more people from all services to FoCUS

The outcomes from these meetings were discussed with the Trust Executive at FoCUS Committee in November, and will be discussed further at their meetings in December.

JOIN YOUR LOCAL GROUP

The January meetings are below. Please go along and give your views.

| East & Mid Surrey | Tuesday 2nd January: 1pm to 3pm | Park House, Randalls Road, Leatherhead, KT22 0AH |
| South West Surrey | Wednesday 3rd January: 1pm to 3pm | Guildford Baptist Church, Millmead, Guildford, GU2 4BE |
| North West Surrey | Monday 8th January: 1pm to 3pm | Hythe Community Centre Staines, TW18 3HD |
| West Surrey & North East Hampshire | Thursday 11th January: 1pm to 3pm | High Cross Church Camberley, GU15 3SY |

For more information please contact Jane, our FoCUS Involvement Facilitator, email jane.ahmed@surreycoalition.org.uk or Tel./Text 07426 022279. Like us on Facebook: www.facebook.com/FoCUS.SABP, follow us on Twitter: :FoCUS_SaBP.

Jane will support you to attend meetings and can arrange transport

SURREY RECOVERY COLLEGE

Would you like to enrol for a course to help you manage your mental health and wellbeing? Contact the Surrey Recovery College to find out more: Tel.: 01276 454 150 or Text: 07920 207 046, email recovery.college@sabp.nhs.uk
UPDATE ON MENTAL HEALTH

INDEPENDENT MENTAL HEALTH NETWORK FOR SURREY & NORTH EAST HAMPSHIRE -

The voice of mental health service users, their families carers

NEW NETWORK COORDINATOR

Sadly Ian Stronge, our Network Coordinator, left at the end of October, but we are delighted to introduce Joanna MacPherson, who started in this role on 30th October. Joanna is a carer herself. Come along to the next meeting on 12th January to meet her.

INDEPENDENT MENTAL HEALTH NETWORK COORDINATING GROUP (IMHN)

Pictured here at their recent meeting on 17th November, which was attended by NHS and Social Care Commissioners, GPs, Surrey and Borders staff, Community Connections and Supported Housing providers as well as 17 service users and carers.

The main discussion was about “Care after Crisis” from where many concerns arose about communications between services and with service users and carers, lack of involvement in care plans and the failure of some professionals to really listen to people. We have asked Commissioners to help produce an Action Plan to tackle these problems.

JOIN THE NETWORK

The leaflet and joining form have been updated and these can be obtained here: http://tinyurl.com/jx6svdm. Alternatively contact Joanna in the Coalition Office for a copy: Tel./Text 07801 239 859, or email Joanna.macpherson@surreycoalition.org.uk

JOIN US ON FACEBOOK
https://www.facebook.com/surreynehampshirementalhealthvoice/

FOLLOW US ON TWITTER
https://twitter.com/MentalHlthVoice
UPDATES ON MENTAL HEALTH

WORKING TOGETHER ON MENTAL HEALTH

The Independent Mental Health Network is working with Healthwatch on their “Discharge from Inpatient Care” project and will soon be promoting the focus groups and drop in sessions they are planning for late February and March next year, to seek the views and experiences of individuals and carers. They particularly want to know about the extent to which the transition between inpatient and community services was planned and supported. Evidence collected from these sessions will form a summary report to go to Commissioners, Providers and other organisations and groups like the Independent Mental Health Network.

If you are interested in taking part please look on Healthwatch Surrey website: https://www.healthwatchsurrey.co.uk/ or Tel. 0303 303 0023, or Text 07592 787 533

WORKING WITH SURREY POLICE

We continue to work with Surrey Police in many ways to encourage disabled people to report crime and help the Police to respond appropriately.

- **Surrey Police Disability Working Group** - as members of this group we advise them on actions to deal with concerns raised through the Feeling Safe survey undertaken earlier in the year. This includes improving the support given to disabled people through the criminal justice system

- **New Disability Support Officers** - 12 police officers have applied to take on the additional role of being a Disability Support Officer, and will receive training to be able to offer more specialist advice and support within their local teams. We will be providing initial disability awareness training for the new DSOs at a launch being planned for January

- **Making it easier to contact Surrey Police**
  - Report hate crime on 101, Textphone 18001 101 or online at https://report.police.uk/
  - New dedicated hate crime page on the Surrey Police Website: http://tinyurl.com/y72rd8pl
  - Register on Pegasus - you can more easily contact the Police and Fire Service when you need them. Information and the application form is now available in Braille and Easy Read too. Use this link: http://tinyurl.com/y87mmzvj or contact us in the Coalition office for a copy.
Richard Davy, SILC’s Chief Executive, has provided the following update for your information:

**Changes to our support for users of Surrey County Council Funded Direct Payments.**
Contrary to recent rumours SILC had not closed and has no intention of doing so. Since September there have been substantial changes to the level and range of services that SILC provides for Surrey County Council funded Direct Payments. This is because we are working to a new reduced contract with Surrey County Council which has a substantially lower level of funding.

**Services we continue to provide**

Direct Payment Information, Advice and Support
We still offer information and advice to help people who are eligible for care funded by Surrey County Council decide whether a Direct Payment is the best option.

Unfortunately we are no longer funded to provide support to people to manage their Direct Payments on an ongoing basis. However we are still able to provide general Peer Support to help people understand all aspects of using Direct Payments via our Duty telephone contact service and lots of Direct Payment information will continue to be available via our website.

Unfortunately we can no longer afford to produce Liberty Link but updated Direct Payment information and SILC news is still available on our website.

**Personal Assistant Recruitment and Employment**
We offer information, advice and support to help people recruit and employ Personal Assistants. This includes:

- Advice and information about the responsibilities of being an employer
- Support with drafting adverts, job descriptions and contracts
- Our PA Finder service and help placing adverts in newspapers, other websites etc.
- Support with application forms, interviews etc.
- Following up references and DBS checks
- Help setting up PA employment including payroll, employer’s liability insurance and pensions
- Training for both Personal Assistants and employers
The services we no longer provide are:

Supported Managed Accounts.

We are no longer funded by Surrey Country Council to offer Supported Managed Accounts (SMAs) to people whose Direct Payments are funded by Surrey Country Council. Existing users of SILC SMA’s are being transferred over to Surrey County Council’s new Specialist Direct Payment Support Team.

Financial Monitoring Support

We are no longer funded by Surrey Country Council to offer help with completing Direct Payment Reconciliations. However up until March 2018 we are helping people to transfer over to Surrey’s Pre Paid Account. For those people who wish to, the option of completing their own reconciliations is be open to them. SILC is available to help with this at a charge of £3.60 per week, but this cannot be funded from the Direct Payment.

All of SILC’s other existing services will remain unchanged including our support for Carer Payments and Personal Health Budgets. We are also currently extending the range of services and support we provide to self-funders including support with the recruitment and employment of Personal Assistants and the extension of our Daily Money Management/Assisted Finance Account service.

Although the reduction in funding from Surrey County Council has meant we have had to restructure the way SILC is organised and have had to lose a number of valued and experienced members of staff, we remain 100% committed to continuing to provide a responsive and quality service.

Richard Davy – SILC Chief Executive
UPDATE ON IMPLEMENTING THE NHS ACCESSIBLE INFORMATION STANDARD (AIS)

Roger Blishen, Vice-Chair of South West Surrey Disability Alliance Network and Coalition Member raised a query with Jeremy Hunt MP regarding lack of information on compliance with the Accessible Information Standard (AIS) within the Care Quality Commission’s (CQC) recent State of General Practice. Mr Hunt passed Roger’s query to Dr Stephen Field, Chief Inspector of General Practice at CQC.

Dr Field explained that the report had covered 2014-17 and it was too early to inspect how GP services meet the Standard. However, he explained that CQC are now starting regulatory work on how services meet the AIS requirement. This includes:

- Organisations had been given a year to ‘bed in’ AIS before including this in CQC inspections. CQC have committed to inspect and report on how services meet AIS from the end of October 2017 in all health and social care services where the standard applies, including GP practices, dentists, hospitals and adult social care services.
- CQC have included a question on AIS in the provider information returns that health and social care providers return annually.
- National findings about AIS will be included in their State of Care report in October 2018.
- CQC are committed to improving their own accessibility for people who need to contact CQC through their equality objective on accessible information and communication.
- CQC is exploring an SMS text service as part of recommendations made within the accessible information standard along with a web chat system.

HAVE YOUR CONTACT DETAILS CHANGED?

Please let us know if you have changed your address, telephone/mobile phone number or email so we can ensure our database is as accurate and up to date as possible. This will also ensure that you receive details of meetings and events that are of interest to you.

Would you like to receive information about meetings and events via email if you do not do so already?

If so, please contact Yasmin, and your email will be added to our email distribution list. Yasmin regularly sends emails about local and national issues and events which may be of interest to you. Email Yasmin.Broome@surreycoalition.org.uk
INFORMATION AND UPDATES

INFORMATION ABOUT BLUE BADGES
You can now apply online for a Blue Badge - it is faster and more secure to do so. Visit: surreycc.gov.uk/bluebadges. The Blue Badge scheme helps you park closer to your destination if you are disabled with a severe mobility problem.

Apply online

BLUE BADGE PARKING APP
The new Blue Badge Parking App is the official Android app from the BlueBadgeparking.com website. This app gives people access to the website to find Blue Badge parking spaces. It is the world’s leading website of crowd sourcing information. Maps can be downloaded or printed for use when out and about.
For more information visit BlueBadgeparking.com

HAVE YOU TRIED SURREY INFORMATION POINT?
Surrey County Council are continually developing the directory, adding new content and improved functionality. Here are some of the new changes:

- New look to the home page
- Shortlist improvements
- Search Improvements.
- Things to do

- Life Events – This is a new section under Health Matters that covers the following topics: Relationships, Bereavement, Employment Issues, Pregnancy, Birth and New parents, Addiction and substance misuse, Eating disorders, Domestic abuse and Victim of crime. This information has been sourced from the Public Health Team.
Visit: https://www.surreyinformationpoint.org.uk/

ADULT SOCIAL CARE ONLINE ASSESSMENT
Adult Social Care has launched an online checklist and assessment as part of our digital offer. Available 24/7 they will:

- Tell people if they are likely to qualify for social care support
- Signpost people to local services that are relevant to their needs
- Help people to decide whether to continue with a more detailed assessment
- Tell people if they are likely to have to pay for support, and estimate how much that may be.
Visit www.surreycc.gov.uk/adultsocialcareonline.
OPPORTUNITIES TO GET INVOLVED

HEALTHWATCH SURREY PROJECT ON HOSPITAL DISCHARGE

This project, which aims to find out about communication throughout the discharge process is now underway. Healthwatch aim to find out older people’s expectations and information needs throughout the discharge process and whether these are met. They have been visiting St. Peter’s and Royal Surrey to speak to patients and are also circulating a survey. Please use this link for more information or contact Healthwatch for a printed copy or one in an alternative format:
https://www.surveymonkey.co.uk/r/leavinghospitalHWSy
Contact Healthwatch by Tel: 0303 303 0023, Text 07592 787 533, or on their website.

SURREY HEARTLANDS STP STAKEHOLDER REFERENCE GROUP

Representatives of Surrey Coalition and the Independent Mental Health Network have regularly attended the Stakeholder meetings held by Surrey Heartlands over the past year, and the next meeting is

On Wednesday 17th January 2018
From 2 to 4 pm
At the Holiday Inn in Guildford
Please contact Carol if you would like to attend: Tel. 01483 456 558, Text 077809 33053 or email carol.pearson@surreycoalition.org.uk

JOIN YOUR LOCAL GROUP OF THE DISABILITY ALLIANCE NETWORK (DANS)

Their next meetings are:
- **North Surrey:** Tuesday 6th February, 2-4 pm at Addlestone Community Centre
- **South West Surrey:** Wednesday 7th February, 10.30-1pm at Godalming Baptist Church
- **Mid Surrey:** Monday 19th February, 10.30—12.30, Park House, Leatherhead
- **East Surrey:** Monday 26th February, 11-1 pm at Orpheus Centre, Godstone

Please contact Sandy Frean: Sandra.frean@surreycc.gov.uk, or Tel./Text 07976 864 082 for more information
OPPORTUNITIES TO GET INVOLVED

SURREY PEOPLE’S STANDARD

Transforming Care is about changing services to make a real difference to children, young people and adults with a learning disability. The Surrey People’s Standard has been drafted to improve quality and consultation on the Standard has been extended until 5th January 2018.

The Standard is designed to be practical and accessible and aims to:
- Help people and families simply describe what they expect from good support services
- Inform providers who are developing new services
- Be used by anyone to assess the quality of support services

For a copy of the draft Standard use this link: https://tinyurl.com/ybo2p75t, or contact us in the Coalition office. Please send any comments to julian.temblettwood@surreycc.gov.uk by 5th January.

CITIZEN AMBASSADORS WANTED

Together with Surrey Heartlands Sustainability and Transformation Partnership (STP- surreyheartlands.uk) Healthwatch have created a new Citizen Ambassador role so local people can independently influence and improve the development of services and ensure the views of patients, their carers and families are represented at all levels of any proposed changes.

This unique opportunity will see Citizen Ambassadors bring their own insight, and those from local people and communities, to discussions with health and care managers and clinicians as they develop a range of different services throughout the STP.

They will be recruiting an independent Citizen Ambassador for each of the following transformation programmes:
- Urgent and emergency care, out of hospital care and primary care
- Mental health
- Women and children’s services
- Cardiovascular services
- Musculoskeletal services
- Cancer
- Digital

Citizen Ambassadors will be paid £20 per hour with paid expenses, for working 10 hours a month (flexible).

Applications will close on Friday 15th December 2017.

For more information about these roles and how to apply please visit our website: healthwatchsurrey.co.uk/ca. If you would like the information in an alternative format, please contact Healthwatch: Tel. 0303 303 0023, or Text 07592 787 533.
# NEWS IN BRIEF

For people who have access to Internet

<table>
<thead>
<tr>
<th>COMBATTING CANCER MYTHS ONLINE</th>
<th>PRACTICAL GUIDES TO HELP DISABLED PEOPLE</th>
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<tbody>
<tr>
<td>MacMillan Cancer Support has appointed a nurse to combat myths about cancer which people often believe when looking up symptoms about their diagnosis on the internet. Use this link to find out more: <a href="http://www.bbc.co.uk/news/health-41780776">www.bbc.co.uk/news/health-41780776</a></td>
<td>NHS England have published practical guides to help people access GP online services. Use this link: <a href="http://tinyurl.com/y7d5ns4n">http://tinyurl.com/y7d5ns4n</a></td>
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<tr>
<th>BritishRedCross</th>
<th>HELPLINE FOR BSL USERS</th>
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<tr>
<td><strong>FIRST AID APP</strong></td>
<td>Deaf Plus have set up a BSL Helpline which is managed by a BSL user and is free and confidential, and open to anyone living in England, Scotland and Wales. Use this link to find out more: <a href="http://tinyurl.com/y7ew9o5c">http://tinyurl.com/y7ew9o5c</a></td>
</tr>
<tr>
<td>Use the award winning app produced by the British Red Cross to learn first aid any time, anywhere. Includes simple step by step advice, useful videos and a self test. Use this link: <a href="http://redcross.org.uk/app">redcross.org.uk/app</a></td>
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<tr>
<th>APP TO HELP PEOPLE WITH DEMENTIA</th>
<th>ASSIST SERVICE</th>
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<td>Use this link to find out more about an app which helps people with dementia with memories: <a href="http://tinyurl.com/y7ew9o5c">http://tinyurl.com/y7ew9o5c</a></td>
<td>The Assist Service is for adults who either have an autism diagnosis or are potentially seeking one. This is generally for people who do not receive adult social care support.</td>
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</tbody>
</table>

The Assist team are friendly and welcoming autism specialists, and offer one to one discussion sessions to help people understand their autism and develop strategies for using their strengths to manage aspects of life they find difficult. For more information email mike.leat@nas.org.uk, Tel./Text 07436 261194.

For the Assist leaflet use this link or contact us in the Coalition office for a paper copy: [http://tinyurl.com/ycktwtkp](http://tinyurl.com/ycktwtkp)
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
A CHRISTMAS WORD SEARCH

For a little fun - and a Prize - and to test you on key words which are all connected to Christmas.

Below is a list of words that have 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.

BEARD  ELVES  SACK
BOOTS  GIFTS  SANTA CLAUS
CHIMNEY  HO HO HO  SLEIGH
CHRISTMAS  NICHOLAS  TOYS
COAT  PRESENTS  WORKSHOP
COSTUME  REINDEER  YULE

The missing WORD is ……………….

Please send your competition entry into the Surrey Coalition office by Friday 5th January when the draw for the winner will take place.

Your name: ………………………………………………………………….....