AN IMAGE OF THE MONTH

Bluebells spotted in the woods during a charity walk completed by one of our board members, Jonathan Fisher.

To enter YOUR photo for our next edition, please contact us!

SURREY COALITION 2019 AGM / CONFERENCE

TUESDAY 8TH OCTOBER 2019

We have booked the 2019 event for Tuesday 8th October 2019 at the Dorking Halls, Dorking. We have had a few suggestions for speakers but we would like to hear from more of our members – this is YOUR event, who would YOU like there?

Full details and an invitation will be on the way to you in due course. In the meantime, please do contact us with your speaker ideas and requests. Please use our main office contact details.

We would like to apologise for the change of date, this is due to feedback from members about some issues with sound at the previous venue. We have had to be flexible about our date to get booked in at the Dorking Halls.
Dear Coalition Member, welcome to edition 65 of Coalition News!

We have all had a very busy couple of months with representation at over 110 individual meetings, over 5 conferences (3 of which we presented at) and responding to what seems like a never-ending cycle of consultations! Thank you to all of you who have been so generous with contributing your thoughts, opinions and experience to help us form our responses to consultations. You can read more about current and planned consultations on page 14 of this newsletter (including the very important consultation on changing places toilets!).

We have some exciting news to share about the ‘Technology Enabled Smarter Homes’ (TESH) pilot project! We have agreed to help Guildford Borough Council and Waverley Borough Council with project managing ‘TESH’. Part of this work will involve our office becoming a ‘demonstration suite’ for technology that can be helpful for Disabled People – we can’t wait to show you around and introduce you to some of the technology! You can read more about technology on pages 8 – including our appeal for a couple of ‘geek squad’ volunteers!

We also have some fantastic news regarding a change to the coordination arrangements for the Disability Empowerment Network Surrey (DENS) groups – from the 1st of June onwards, Surrey Coalition will be responsible for coordinating the DENS groups. We are so pleased about this because we all know that, as the old saying goes, ‘together we can do more!’ . You can read more about the DENS groups on page 5. We look forward to focusing in on each group in turn in future editions.

And finally, Happy Volunteers’ Week! National Volunteers Week runs from the 1st to the 7th of June each year. We consider all our members to be volunteers because we all contribute in some way to improving things in Surrey for people with a Disability. Thank you to each and every one of you. As you will recall from previous newsletters, we are working hard to look at new ways in which our members can get more actively involved as volunteers – does this interest you? If so, please get in touch!

Best wishes to you all, the Surrey Coalition team.

Help us to keep in touch with you

Did you receive this newsletter in print? Please could you share your email address with us if you use one – this means that we can get information out to you more quickly.
WHAT OUR MEMBERS HAVE BEEN DOING

We are unable to report on all 110 of the meetings that we have had representation at or coordinated over the last couple of months, but a small selection have been included on the next page or two.

THE NEW NHS 111 SERVICE

Surrey Coalition Co-Chairs, Nick Markwick and Cliff Bush, together with Clare Burgess and Bob Hughes from Sight for Surrey attended a meeting at the North West Surrey CCG office to discuss our collective concern regarding the lack of SMS messaging for the 111 service. The team explained that they are using a National NHS computer system (or platform) which is not compatible with 2-way SMS. They listened to our concerns and have written to NHS England to outline why the alternative contact methods given are not suitable for many and why it is therefore essential that SMS messaging be included. The team have asked if they can run a local pilot of an SMS service for 111 in Surrey and we will keep you informed with responses and progress. Some positive feedback about the new service has come in from members who have praised the very high standard of care received following a 111 call – we need to make sure this high standard of care is available to everyone in Surrey.

*We have been asked to spread the word that the 111 service is free to use (so, if you are using a mobile phone you can still dial 111 even if you don’t have any credit).*

EXPLORING OUTPATIENTS FEEDBACK SESSION

Surrey Heartlands and the Royal College of Physicians (RCP) are working together to try to improve services for outpatients. We went to an update workshop and the key points that have come out of work so far was summarised. One of the key recommendations was that a full scoping exercise of current work on improving care (including examples of innovative practice in primary, secondary and community care) needs to be done.

WOKING ACCESS GROUP

The group discussed the access issues affecting Woking Town Centre. One of the main topics of discussion was the rate of suicide on the South Western Railway network and the poor support available for people at stations. South Western Railway shared the news that they are recruiting Mental Health first aiders as part of their improvements and we will monitor how this recruitment goes and report back to you all.
WHAT OUR MEMBERS HAVE BEEN DOING

VALUING PEOPLE GROUPS
The four groups met during April and May 2019 at locations across Surrey. The agenda’s were varied and interesting and included a chance to talk about the Wellbeing Prescription Service, Mencap’s Treat Me Well Campaign, services from Surrey and Borders Partnership Trust, and the new Community Point service in Guildford to name just a few!
If you are interested in joining a Valuing People group (or learning more) please contact Sarah Linington, Adult Social Care Information and Engagement Team, Email sarah.linington@surreycc.gov.uk Telephone: 01483 518880, Mobile: 0781 6077122.

CO-DESIGNING A NEW WHEELCHAIR SERVICE FOR SURREY
Surrey’s NHS Clinical Commissioning Groups are designing a new wheelchair service for children, young people and adults. Several Surrey Coalition members took part in a day of workshops at Dorking Halls in April to help get the service right. The event was very successful with almost 100 attendees made up of wheelchair users, carers, provider organisations and NHS staff. Members views will be fed back to the Wheelchair Procurement Programme Board, taken through to the next part of the programme and included in the service specification where possible. Thank you to all who attended the event. We have been really impressed with the commitment shown to co-production during this design and procurement process so far, our Members and Board Members have been included at all stages.
As we mentioned in our update letter on page 2, Surrey Coalition are now coordinating the meetings of the Disability Empowerment Network Surrey. Yasmin Broome will be the first point of contact for any queries or for further information about getting involved in your local group and/or for support with attending a meeting. Yasmin can be contacted by email Yasmin.Broome@surreycoalition.org.uk or by phone/SMS text on 07455 267 424.

The latest round of DENS meetings were held in May with the exception of the Mid Surrey Group which was sadly cancelled due to very low numbers.

A key priority for us is in building the number of people who are members of DENS and we look forward to welcoming some new members to all the groups when they return in September.

The Chairs for all of the DENS groups would be delighted to hear any ideas that you may have for the year ahead and we would also really like to hear of anything that we can do to make it easier to be involved (either in person or from a distance). Please do get in touch with Yasmin and she will be very pleased to pass your ideas on to the Chairs.

Speakers at the North, East Surrey and South West DENS groups included: Richard Nicholson (Programme Director – Wheelchairs at Surrey Downs Clinical Commissioning Group), representatives from South Western Railways, Surrey Fire & Rescue Service, Sandy Frean (Engagement and Partnership Officer, SCC) and a Managing Director from one of the Integrated Care Partnerships (ICP) explaining how the new ICP structure works.

The next DENS meetings will be held in September 2019 and the dates of these are:

- **North Surrey DENS**
  - Monday 2nd September
  - 10.30 to 12.30 pm
  - Addlestone Community Centre

- **Mid Surrey DENS**
  - Monday 9th September
  - 10.30 to 12.30 pm
  - Park House, Leatherhead

- **South West DENS**
  - Wednesday 18th September
  - 10.30 to 12.30 pm
  - Godalming Baptist Church

- **East Surrey DENS**
  - Monday 23rd September
  - 11 am to 1pm
  - Orpheus Centre, Godstone
SPECIAL INTEREST GROUPS

To join any of our ‘Special Interest Groups’ please contact Yasmin Broome by email Yasmin.Broome@surreycoalition.org.uk or by phone/SMS text on 07455 267 424. We can organise transport for you to attend if you need us to or we can help you with journey planning if you use public transport.

SURREY VISION ACTION GROUP (SVAG)

The group met during April and had updates on Talking Buses from Val Sexton SCC, a chance to give feedback on the Surrey Fire and Rescue service consultation, a presentation on a new technology pilot project by Alyson Smith, an update from Bob Hughes at Sight for Surrey (we are looking forward to trying out their new website which is due soon!) and a fantastic Technology Update from Gary Eady. We also had representatives from RNIB and Guide Dogs attending the meeting.

The next time the group meets (on Thursday 18th July), part of the meeting will be set aside for a ‘co-production’ workshop to see how SVAG members can work with a local Mental Health and Wellbeing Charity to improve support available in the community for people with a Visual Impairment.

Did you know?

Val Sexton let us know at our last SVAG meeting that it costs just under £4,000 per vehicle to make a bus into a ‘talking bus’ (this is to retrofit the equipment).

LONG TERM NEUROLOGICAL CONDITIONS GROUP (LTNC)

The LTNC group met during May. The group had interesting updates from a number of the Charities and local providers, a presentation from Surrey Fire and Rescue service, an update on current and future work in Surrey Heartlands by Liz Patroe and an Adult Social Care update from Norah Lewis (SCC) who talked to us about Continuing Healthcare from a frontline perspective.
SPECIAL INTEREST GROUPS

LET’S LOOP SURREY

The Let’s Loop Surrey group met in April and discussed developing a series of ‘action days’ to check Hearing Loops in the high streets and hospitals of Surrey during the next few months. We are currently looking for buddies to help with this project – no experience is necessary (we will train you!). If you can help, please contact Angie: email Angie.Taylor@surreycoalition.org.uk, or text or call her on 07908 146 167.

The Let’s Loop Group is meeting for an action day of Loop testing on Thursday 20th June – we would love you to get involved!

HARD OF HEARING FORUM

Our Hard of Hearing Forum hasn’t met since the last Coalition News. There is a meeting coming up which is on Thursday 20th June.

SURREY DEAF COMMUNITY

Surrey Deaf Community are developing their plans for 2019 and 2020. If you would like us to put you in touch with this group please do let us know.

DATES OF THE NEXT MEETINGS OF THE SPECIAL INTEREST GROUPS

(all of these meetings are held at Parkhouse in Leatherhead)

Surrey Vision Action Group
Thursday 18th July 10.00am – 12.30

Long Term Neurological Conditions Group
Tuesday 30th July 10.30am – 1.00pm

Hard of Hearing Forum
Thursday 20th June 10.30am – 1.00pm
As we mentioned in our opening letter, we are about to start work on the Technology Enabled Smarter Homes (TESH) pilot project with Guildford and Waverley Borough Council and partner organisations. This small pilot will involve 20 participants who live in Guildford or Waverley Borough Council areas. The participant, and if applicable, their Carer, will work with the team to identify the most appropriate technology to meet their needs at home. The project has a clear housing focus and will be aiming to see how the Disabled Facilities Grant can be used to provide technology. The participants, along with any Carers, will be invited to come along to our demonstration suite (the Surrey Coalition office!) to try out the various technology on offer. The Surrey Coalition team will contact participants after the technology has been in place for 12 weeks so that we can evaluate the impact that it has had. This will enable us to write up an evaluation report which will be helpful when Councils or other providers are considering how they offer technology in the future. The project will run until the end of 2019 and the evaluation report will be available in January 2020.

We have two opportunities for our members to get involved in this project as a volunteer:

1. As a member of our ‘Geek Squad’!
2. By telling us how you use yours!

The Surrey Coalition Geek Squad (new name suggestions very welcome!)
This small team of staff and volunteers will show Disabled people around the technology in the demonstration suite and show them how it could be used. Once trained, the team will help with the installation of some of the simpler pieces of technology.

Contribute to our User Guide – tell us how you use yours
We are looking for members who already use technology within the home to tell us what they use and what they use it for. We would also like to compile some ‘top tips’ on the various devices from people with a variety of disabilities. These submissions will be put together into a ‘how we use ours’ booklet which will compliment the more formal technical user-guide. We will also be sharing articles from this user guide in future editions of Coalition News and on our website.

If you are interested in either of the above, or for more information on the TESH project, please contact Clare by SMS text on 07563 997 932 or by phone 01483 456 558, or clare.burgess@surreycoalition.org.uk
APP REVIEW: ENVISION AI, TESTED IN MAY 2019

Background: At the last Surrey Vision Action Group (SVAG) meeting, the brilliant Gary Eady (from Sight for Surrey), told us about various apps that have either just been released or that are in development. One in particular really piqued my interest—this was the Envision AI app.

My equipment and where to find the app: I am an android user and easily downloaded the Envision AI app from the play store for a free trial. I got it free for 2 weeks and could then decide if I wanted to pay a small monthly fee to keep using it. As no payment details were taken before the free trial, I wasn’t worried that I would unwittingly end up by paying for it after the trial was over.

Initial thoughts: I was very sceptical about some of the bold claims that were made about this app! As an example, that it would read aloud a handwritten note or that it could recognise someone’s face.

The result: I am so impressed with this app! Some of the capabilities—like reading a handwritten note (or a photo of a document)—have worked for me over the trial period with no problems at all. Some of the other functions (like being able to recognise people when you take a photo of the room around you and/or ask it to describe the scene) are clearly still in development. You can teach the app which I found a little fiddly to begin with until I had learnt exactly how to do it. Once I had ‘taught’ it who the key players in my life were, it recognised people correctly perhaps 70% of the time.

I am pleased that I gave this app a go because it gives me hope for the future. One of the things that I find most difficult is not being able to spot people as I go past them if they don’t flag me down or make themselves known—whilst this technology isn’t there yet, one day I have no doubt there will be a workable app for this.

In the meantime, if I needed an app to read handwritten notes, documents and/or products aloud then this would probably be a real contender for me. At less than £5.00 per month it does seem to be very good value.

My rating: 8/10

We would love to include an app review from YOU!

If you use an app that helps with any aspect of life as a Disabled person then please could you send us your thoughts on it? We are more than happy to write this up for you if it is easier for you to phone it through.
Well done Jonathan!

We were pleased to hear that one of our Board Members (Jonathan Fisher) was recently part of a team that completed the PACE Big Walk along the Ridgeway. Over £300 was raised which will be split between PACE Children’s Charity and Guide Dogs Spelthorne group.

HAVE YOU CHECKED OUT THE NEW FANTASTIC ACCESSIBLE SPORTS FACILITY IN EAST SURREY?

I went along to have a look around the new facility at YMCA East Surrey last month. The building is light, spacious and it has a very friendly feel as soon as you go through the door. There are a huge number of activities going on at the centre – both ‘mainstream’ sport sessions and Disability Sports. There are future plans for a Changing Places toilet facility – the space has been set aside for this use and funding is being sought to get it up and running (we will let you know when it is).

Do you live in Redhill or nearby? We are hoping that one of our local members might be willing to go and try a class for us and to write an article on their experience. There is a huge selection to choose from including Disability Badminton sessions which run on a Sunday and a well-stocked gym with long opening hours.

THE RIGHT TO EXERCISE…

Have you ever heard about CrossFit? A CrossFit gym was featured on the BBC radio in touch podcast last week and I thought that some of you may find it interesting because they were talking about simple changes that this one particular gym had made to increase accessibility.

The link to the podcast and to the transcript is: https://www.bbc.co.uk/programmes/m00057nj, the feature on exercise is 10.05 minutes into the programme.
New SMS text service for Mental Health support: Give us a shout!

We all know that there are a number of Mental Health crisis support phone-lines such as the Samaritans (which is brilliant for some people). Many of these lines also offer an online service for those who can’t use the phone (or those that don’t wish to). It has been very hard for people with a Hearing Loss or those that are Deaf to access the same type of support previously if they don’t have access to the internet and a computer.

A new SMS-text service launched in May – it’s called ‘Give us a shout’. It is for people experiencing a personal crisis, those that are unable to cope and need support. To get started, text Shout to 85258.

If your life is in imminent danger, please call 999.

The service can help with urgent issues such as:
- Suicidal thoughts
- Abuse or assault
- Self-harm
- Bullying
- Relationship challenges

They will always try to respond to texters as quickly as possible, however their responses will be longer at times of high demand. They will always respond to high risk texters as a priority.

How it works:
1. You send your text
2. They connect you with the trained volunteer who will text back (the conversation is over-seen by a Psychotherapist who is able to step-in if needed)
3. ‘Calm’ – the service ends when you are in a calm and safe place (and ideally have a plan for going forwards).

We have had two positive experiences reported to us so far and we would be really interested in your experience of the service should you wish to use it.
**INDEPENDENT MENTAL HEALTH NETWORK (IMHN)**

**News from the IMHN:** We had our last meeting in May, and Associate Director of Mental Health Commissioning for Surrey CCG’s, Diane Woods, came along and gave us updates on various services and responded to questions.

Jana Burton (Assistant Interim Director for Mental Health Adult Social Care) updated the Network and confirmed that their Section 75 agreement with Surrey and Borders has been terminated and this means Surrey County Council will take back the line management of social care staff. The intention is to come back with better service models to work more effectively in the future.

**SaSH Core24 programme:** East Surrey Hospital (SASH) has asked the IMHN if there are any network members from East and Mid Surrey who would like to be involved with this reference group.

**Our next IMHN Coordinating Group meeting is on the 19th July from 10.30am to 1.00pm at Parkhouse in Leatherhead.** During this meeting we will be electing our Chair and Co-Chair – if you would like to nominate yourself or anyone else, then please do get in touch with Guy (details below). It is also possible to cast your vote in advance of the meeting (if you are unable to attend or would rather do some privately).

Finally, **it’s National Volunteers week on 1st – 7th June** and we are so lucky that many of our network members volunteer their time to get involved in projects, to Chair and Co-Chair our Stakeholder groups and main IMHN group – we would like to take this opportunity to say a huge thanks to them all.

**North West Surrey Mental Health Stakeholder Meeting:** Wednesday 19th June 2019, 10 am - 12pm, Room 2, Hythe Centre, Thorpe Road, Staines-upon-Thames, TW18 3HD

**Mid & East Surrey Mental Health Stakeholder Meeting:** Wednesday 26th June 2019, 10 am - 12pm, Green Room, Woodhatch Community Centre, Whitebeam Drive, Woodhatch, Reigate, Surrey RH2 7LS

To get involved please contact Guy Hill IMHN Co-ordinator on email: guy.hill@surreycoalition.org.uk, Tel: 01483 456558, or Text/SMS: 07305 009869.
FoCUS

FoCUS is the voice for carers and people who use mental health, learning disability, older people, and drug and alcohol services in Surrey and North East Hampshire, provided by Surrey & Borders Partnership NHS Foundation Trust. Our next public meetings where NHS Managers learn from people who have experienced these services are in June all from 1pm to 3pm:

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For more information about FoCUS please contact FoCUS Involvement Facilitator, Jane Ahmed, who works for Surrey Coalition of Disabled People: email: Jane.Ahmed@surreycoalition.org.uk or Tel./Text 07426 022279.

Would you like to help the Surrey and Borders NHS Foundation Trust find out what community services are available in your local area and help collate the information into a resource pack? The Working Together Group is for anyone who uses this Trust services or is a family member or carer of someone using this Trust services. FoCUS Reps have decided the new Working Together Group will begin by looking at Social Prescribing - this involves helping people to improve their health, wellbeing and social welfare by connecting them with community run services. There is an expectation that everyone involved will take away and work on a piece of this work but this will be discussed at their meetings.

If you would be interested in coming along to the Working Together Group please contact Nikki Green from the Trust’s Participation Team on 01372 216141 or 07876 440494 or email on Nikki.green@sabp.nhs.uk The next meetings are on Monday 24th June 1.30-3pm and Monday 19th August 1.30-3pm, both at the Trust’s Headquarters in Leatherhead. Travel expenses will be reimbursed and if you require support with transport please contact Nikki, details above.
HAVE YOUR SAY

LIVE CONSULTATIONS

Changing places toilets

We are delighted to report that there is now a National consultation relating to Changing Places toilets. We would appeal to all our members to complete the consultation to increase the number of Changing places toilets which will give freedom to so many.

The consultation is seeking views on how they can increase provision of Changing Places toilets in specific new, large buildings commonly used by the public, as well as those undergoing building works. The proposed approach is to introduce a mandatory requirement for Changing Places toilets in Building Regulations.

You can respond online here: [http://tinyurl.com/y3bboywn](http://tinyurl.com/y3bboywn) or by email: ChangingPlaces@communities.gov.uk or, write to: Changing Places Consultation, 2SW, Fry Building, 2 Marsham Street, London SW1P 4DF

The closing date is the 21st of July 2019

Thoughts on Adult Social Care Commissioning Intentions

Whilst this isn’t a consultation (that was earlier in the year), the Commissioning Intentions programme team have asked for any final comments on their draft document by the 21st of June. The document is not hosted online but if you would like a copy please contact Surrey Coalition and we will get it out to you. We will be responding as an organisation, so if you would like us to include anything on your behalf please get in touch.

COMING UP

There will be a consultation on the Library Service coming up in the next few months. Unfortunately, we don’t have a date for the launch of this yet but we are working with the Library Service to ensure that they come and meet as many of our groups as possible. We will let you know when the consultation launches via email, social media and through our meetings.
COMING UP IN JUNE AND JULY

TRANSPORT
Transport focus group for patient passengers
On Thursday 20th June between 3.00m – 5.00pm there will be a focus group based on the experiences of Surrey’s patient passengers. People will be asked to contribute thoughts and feedback about what works well, challenges you have encountered, and your ideas for how you connect with Health services in the future.
The session will be held in NHS Guildford and Waverley CCG in the boardroom. All participants will be reimbursed for their travel expenses. Refreshments will also be provided. Please do book your place as soon as possible.
This is an exploratory process, not a public consultation. For more information, please contact Rebekka Roberts, Patient Experience Coordinator, NHS Surrey Downs Clinical Commissioning Group by email Rebekka.roberts@nhs.net or by phone 01372 201 685 or by sending a text message to Surrey Coalition on 07563 997 932.

SURREY HEARTLANDS STAKEHOLDER EVENT
The next Surrey Heartlands Health & Care Partnership event is being held on 17th July 2019. This is taking place from 2.00 – 5.00 pm at the HG Wells Conference Centre, Woking, GU21 6HJ. Please register to attend using this link to our EventBrite page: http://tinyurl.com/y6s74dey
For those with no internet access, please contact Surrey Coalition who can assist by booking your place on Eventbrite.
The afternoon will include a general update on latest developments across Surrey Heartlands; further discussion around our three local integrated care partnerships and an opportunity to engage in the ‘Rethinking Transport’ project, which is seeking to fundamentally reimagine transport and travel in Surrey. This project is bringing partner agencies and communities together to explore and develop innovative options for new, sustainable modes of transport while also rethinking how residents access communities, employment, health and social care, education and other key services to avoid unnecessary travel. More details and a full agenda will be sent out closer to the time.

A COUPLE OF DATES FOR YOUR DIARY
Our Conference and AGM is being held on Tuesday 8th October 2019 at the Dorking Halls.
The Independent Mental Health Network annual event will be held on Tuesday 19th November 2019 at the Dorking Halls.
Our Payroll Services

At dhpayroll 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 FREE OF CHARGE
✓ Complete Auto Enrolment pension solution FREE OF CHARGE
✓ Managed Account service (with Payroll)
✓ Managed Account service (without Payroll) – paying agency invoices only
✓ Excellent support service for all your payroll queries
✓ Friendly experiences staff

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. We aim to offer a bespoke service for each service user and are flexible in our approach to working with you.

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

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

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