



COALITION NEWS

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

Issue 56

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SURREY COALITION OF DISABLED PEOPLE

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HAMPTON COURT FLOWER SHOW



Together, Surrey Coalition, Sight for Surrey and Age UK Surrey had an information stand at this year's Hampton Court Flower Show in July. Staff and volunteers worked tirelessly throughout the week to raise awareness of all three organisations by giving out sunflower seeds and leaflets to thousands of visitors during one of the hottest weeks of the year.

All agreed that the hard work paid off and the event was a great success.

All three organisations will work in partnership again to raise awareness of the work we all do at this year's Wisley Flower Show from 5th to 10th September, where they will be celebrating their 25th Anniversary. If you would like to help us please contact Yasmin by email: Yasmin.broome@surreycoalition.org.uk, or Tel./Text 07455 267424,



October

Thursday

19

SURREY COALITION'S AGM - PLEASE SAVE THE DATE

10.30 to 3.30

Leatherhead Leisure Centre

More details will follow in September



DIRECT PAYMENT SUPPORT SERVICE

We were very pleased to hear that Surrey Independent Living Council (SILC) have been awarded contracts to continue to provide the following Direct Payments Support services:



- Peer Support and Personal Assistants Support service, and
- Carers one off Direct Payments service

The new contracts start on 1st September 2017.

We remain concerned however that the contract award for the Peer support and Personal Assistants support service contains a funding reduction of £242,000 a year on the previous contract whilst still retaining many of the requirements of the previous service specification. This reduction has resulted in SILC having to undertake a major restructuring of the organisation including the loss of several staff, who have provided such an excellent service over many years. Details of SILC's new structure will be made public in the next edition of their Liberty Link Magazine and on their website by the middle of August.

Under the new arrangements the separately funded financial support for people on Direct Payments that has been provided by SILC for over 9 years will be transferred to the County Council, and people are being encouraged to use the prepaid card to manage their financial payments. Whilst we accept that this system offers many benefits to many people, there are others who prefer to manage their finances in other ways, which helps them feel more in control.

We hope that information about the changes will be sent out soon by the County Council to people receiving a Direct Payment to meet their care and support needs.

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WORKING WITH THE NHS

Many of our members are now actively involved in the activities of their **local NHS Clinical Commissioning Group (CCGs)**. Examples of what they have been doing recently include:

WITH GUILDFORD AND WAVERLEY



- Participating in the **evaluation of tenders** for the **Adult Community Health services**
- Attending their **Governing Body meetings** on behalf of disabled people
- Attending their engagement events on the **NHS 111 and GP Out of Hours service**
- Giving an **interview for research** into “The reality of CQC Inspections and ratings for patients and the public in Guildford and Waverley”, one of 6 case study areas across the country

WITH NORTH WEST SURREY



- Continuing as members of their **Patient Transport Advisory Group**, monitoring the new non-emergency service which started in April 2017
- **User testing new software** on the CCG website to check that the content is more accessible
- Attending their **AGM on 5th July** to hear about their achievements and plans
- Participating in their engagement events on **NHS 111** and helping them to produce easy read information about it



WITH SURREY DOWNS



- Giving views on **NHS 111 and GP Out of Hours service** at their local engagement events
- Those unable to attend the meetings were encouraged to fill out an online survey:
<http://tinyurl.com/y9zxzkm8>
- Promoting their current **survey of audiology services** 

WORKING WITH THE NHS



WITH EAST SURREY CCG



East Surrey

Clinical Commissioning Group

- Working with their Patient Engagement lead to promote the use of “**Choosing wisely**” guidance giving “5 questions to ask your doctor or nurse to make better decisions together”
- Attending their **Rant n Rave** events to give their views
- Completing a **survey on mental health** for East Surrey and Sussex STP



Surrey Heath

Clinical Commissioning Group

WITH NE Hants and Farnham

- Promoting a **patient survey** on extended access to GP services, specific to each of the CCGs 5 localities
- Participated in a Vanguard project to develop a **new Integrated Care Centre in Farnham**, providing an exciting new way of delivering same day health services
- Promoted their “Happy, Health, at home” Newsletter - use this link to see it: <http://tinyurl.com/y8mtngkv> or contact us in the Coalition office.

UPDATE ON STPs



There are 3 Sustainability and Transformation Partnerships across Surrey and North East Hampshire working together to deliver better health and social care services. These are:

- Surrey Heartlands STP - including the areas covered by North West Surrey, Guildford & Waverley and Surrey Downs CCGs
- Frimley Health STP, which includes Surrey Heath and NE Hampshire & Farnham CCGs, and
- East Surrey and Sussex STP

Coalition members have taken every opportunity to attend any Stakeholder event held by the STPs and we hope for greater involvement in coproduction events soon.

NHS England have recently published on their website their initial findings on how well each STP is progressing.

To see the NHS England STP Dashboard of ratings, please use this link:

<http://tinyurl.com/ybewjpsu>

WHAT MEMBERS HAVE BEEN DOING

SHAPING SIGHT FOR SURREY'S NEW STRATEGY



Sight for Surrey started work on a new Strategy last autumn and members of the three user led groups (Surrey Vision Action Group, Surrey Hard of Hearing Forum and Surrey Deaf Community) were consulted on initial ideas. These were then shaped by the Trustees and a final consultation with representatives of the User Groups was held on 19th July.

Sight for Surrey will launch their new strategy at their

Showcase Event

On Monday 25th September

From 10 am to 4 pm, at the Lightbox in Woking

They will also be presenting ideas and taster sessions for people wanting support into employment.

Sight for Surrey's magazine "**SignPost**" was published in May and can be seen here: <http://tinyurl.com/y8qe879n>, or contact Sight for Surrey for a copy - Tel. Helpdesk - 01372 377 701, or text 07860 026 269

LIVING AND AGEING WELL IN SURREY

Members of the Living and Ageing Well Partnership Board, including Surrey Coalition representatives, met again on Thursday 13th July in Sheerwater and discussed the following:



- Social Prescribing
- Falls Prevention
- Housing Related Support Consultation
- Update from Alzheimer's Society
- Public Health Update
- Ideas for next meeting

The June issue of **Living and Ageing Well in Surrey Newsletter** contains lots of useful information and updates, including articles on:

- Advice on keeping well this summer
- Physical activity guidelines for older adults
- Supporting residents to live independently, and
- Shared lives.

Use this link to see the Newsletter: <http://tinyurl.com/yb48sqb7> or contact us in the Coalition office for a paper copy.

WHAT MEMBERS HAVE BEEN DOING



BLUE BADGE PARKING IN WAVERLEY



As reported in the June issue of Coalition News (page 8) Waverley Borough Council introduced parking charges for Blue Badge holders in their car parks in early April, without any consultation. Following challenges by the South West Disability Alliance Network (DANS) and Surrey Coalition, implementation of the parking charges was suspended to allow for consultation with residents.

The consultation started on 19th June and closed on 21st July, and a joint response was sent by South West DANS and Surrey Coalition to try to persuade the Council not to implement the charges.

David Beaman, Chair of the South West DANS specifically asked what the surplus from charging Blue Badge Holders for parking would be used for.

Members were also interviewed by Eagle Radio about the issue (pictured here), and have published articles in local newspapers.



The results of the consultation will go back to the Waverley Borough Council Executive Committee on Tuesday 5th September. David Beaman would like as many people as possible to attend the executive committee meeting, which is at 6.45 pm in the Borough Council offices.

For more information contact yasmin.broome@surreycoalition.org.uk, Tel./Text 07455 267424

ACCESS AT LEGOLAND



LEGOLAND®

We have been supporting a member to challenge Legoland about their restrictive policy regarding access by a disabled man, who was not allowed to accompany his young family on a ride.

We felt their initial response was inadequate, so are now waiting for a more reasonable response.

WHAT MEMBERS HAVE BEEN DOING

SURREY AUTISM PARTNERSHIP BOARD



Surrey Autism
Partnership Board

Members of the Partnership Board, which includes some people with autism and their carers, met last on 12th July and discussed the following:

- Ideas for supporting Self Advocacy groups to continue meeting
- Expansion of the autism training by Autism Champion groups
- Their draft response to the CQC consultation on the future of regulation.

People can also send their comments direct to CQC by 8th August - use this link: <http://tinyurl.com/ycr3lmhp>

- The national results published by NHS England of the annual Self Assessment by local authorities on meeting a range of standards in autism services. See the results using this link: <http://tinyurl.com/yaqu4rge>

The Partnership Board would like more people with autism and parent carers to attend the meetings. Please contact Yasmin: Tel/Text 07455 267424, or email Yasmin.broome@surreycoalition.org.uk if you are interested and would like support to attend meetings.

COMMUNITY EQUIPMENT GROUP

Members of this group meet regularly with commissioners and providers of the integrated community equipment service and technology enabled care (Telecare) to monitor service delivery and to be consulted on new developments.

At their last meeting they discussed:

- Monitoring reports from Millbrook Healthcare, the Community Equipment provider
- Changes in the way that Telecare equipment to help people at home is requested and funded, with a new referral form for social care workers to use to request services provided by Borough and District Councils
- The report on independent findings and recommendations for improving aids and adaptations in people's homes, including more prompt provision of Disabled Facilities Grants (DFGs)

If you would like to have your say on equipment and adaptations needed to help people live independently at home, please join the group. Contact Yasmin: email Yasmin.broome@surreycoalition.org.uk or Tel./Text 07455 267424

WHAT MEMBERS HAVE BEEN DOING

HARD OF HEARING FORUM

Members of this Forum met last on 22nd June and are pictured here discussing service improvements with commissioners and service providers, including those from NHS audiology services.



They were also joined by representatives of Surrey Deaf Community, the separate forum for people who use British Sign Language, to discuss matters of concern to everyone with hearing loss. Currently on their agenda are:

- Ensuring the provision of hearing loops and SMS contact numbers for audiology and other hospital services
- Plans to further extend the number and spread across Surrey lip reading classes run by Guildford Diocese and Adult Learning
- Influencing the priorities in Sight for Surrey's new strategy
- Ensuring NHS providers meet the NHS Accessible Information Standard, and
- Developing employment support for people with severe hearing loss and BSL users

Please join the Group. Contact Carol.pearson@surreycoalition.org.uk, Tel. 01483 456558, or Text: 07780 933 053. The next Forum meeting is on Thursday 21st September, 10.30 to 1 pm in Leatherhead.

PLANS TO REDEVELOP GUILDFORD BUS STATION

Members of Surrey Coalition, Guildford Access Group and South West Disability Alliance Network attended an engagement event for disabled people with Guildford Borough Council back in March, to give our views and concerns about plans to redevelop the lower end of North Street including the site of the current bus station. We expressed real concerns about the options being considered, which would mean the loss of a bus station and use of street side bus stops instead.



In June we met again with the Council in advance of their Executive Committee and were assured that the Council understood our concerns, and those which other Stakeholders (including bus companies) had raised, as constrained in a detailed report on the engagement events. We now await the planning application that will be submitted by the developers during the next 12 months.

WHAT MEMBERS HAVE BEEN DOING

WHEELCHAIR FORUM



Several Coalition members are meeting again with Virgin Care in early August, to press for improvements to the wheelchair service, including the need to reduce waiting times for assessment and for maintenance and repairs. An update will be given in the next Newsletter.

DISABILITY ALLIANCE NETWORK (DANS)

Surrey Coalition members meet quarterly in their local areas at the 4 DANS groups, to influence services provided in their areas and hear about new ones.



At their most recent meetings in July the DANS groups considered a wide range of issues, including:

- The West Surrey Stroke Services Review, including challenging the accessibility of a venue proposed for a consultation meeting
- Plans to implement charges for Blue Badge holders in Waverley Council car parks (see also page 6)
- Consultation by GTR on their train timetable for 2018
- The new Advocacy in Surrey service provided by Surrey Disabled People's Partnership in partnership with Matrix
- Project on new technology for people with dementia
- Activities provided by Surrey Choices
- Information from East Surrey CCG on "Choosing wisely" - guidance on how to get the best outcome from a GP consultation
- Services provided by Sight for Surrey for people with hearing and vision loss
- Plans from Surrey Police to pilot the appointment of Disability Support Officers in the North Surrey Division.

Meetings of the 4 Area groups are held quarterly, in Godalming, Addlestone, Leatherhead and Godstone. For more information and to join your local group contact Sandy Frean, Tel./Text 07976 864 082, email Sandra.frean@surreycc.gov.uk (see page 15 for dates of the next meetings).

HAVE YOUR SAY ON LOCAL HEALTH SERVICES

BECOME A COMMUNITY REPRESENTATIVE


Surrey Heath
Clinical Commissioning Group

Do you want to help shape NHS and Adult Social Care services in Surrey Heath?



Surrey Heath CCG and Surrey County Council are looking for 3 volunteers to become Community Representatives to make sure that they engage with and listen to the views of local people to ensure services truly reflect what the local population want and need.

For more information contact Nisha Pawar, the CCG Engagement lead, Tel.: 01276 707 688, or email Nisha.pawar@nhs.net

STROKE SERVICES IN WEST SURREY

During the spring, North West Surrey CCG and Guildford and Waverley CCG together held a consultation on proposals for changing the Stroke Service in West Surrey, particularly in relation to the acute hospitals to which people are taken for immediate treatment following a stroke.

They had planned to hold a Committee in Common on 4th July to report on the outcome of consultation and decide on the way forward, but this was postponed to allow more time for consideration. The meeting is now due to be held in mid September, and we will let you know the date once it has been agreed. See the independent consultation report on the website: <http://tinyurl.com/muzx8p8>

AUDIOLOGY SERVICES IN SURREY DOWNS


Surrey Downs
Clinical Commissioning Group



Surrey Downs CCG are carrying out a survey to seek the views of people with hearing loss on the audiology services provided in their area (Epsom & Ewell, Mole Valley and East Elmbridge).

Use this link: www.smartsurvey.co.uk/s/ZIF52/ to find and complete the survey or contact us in the Coalition office for a paper copy.

They really want your views on your experiences of audiology services so they can identify any opportunities for improvement to ensure the services offer the right care in the right place and at the right time.

HAVE YOUR SAY ON LOCAL HEALTH SERVICES

CCG AGMS

Please go along to the Annual meeting (AGM) of your local NHS Clinical Commissioning Group (CCG) to hear about what they achieved in 2016/17 and their plans for the future.

- **East Surrey CCG**
⇒ **Thursday 14th September**
11.00 to 1 pm at Tandridge Council Chambers

*East Surrey
Clinical Commissioning Group*
- **Surrey Heath CCG**
⇒ **Tuesday 19th September**
5.30 to 8 pm at Camberley Theatre

*Surrey Heath
Clinical Commissioning Group*
- **Guildford & Waverley CCG**
⇒ **Wednesday 20th September**
3 to 5.30 pm, venue to be confirmed

*Guildford and Waverley
Clinical Commissioning Group*

CCG GOVERNING BODY MEETINGS

Members of the public can also attend the Governing Body meetings of our 6 local NHS Clinical Commissioning Groups. Their next meetings are:

- **Surrey Heath CCG**
⇒ **Tuesday 5th September**
12.30 at St. Paul's Church, Camberley

*Surrey Heath
Clinical Commissioning Group*
- **N.W. Surrey CCG**
⇒ **Monday 25th September**
2 to 5 pm at CCG offices in Weybridge

*North West Surrey
Clinical Commissioning Group*
- **Surrey Downs CCG**
⇒ **Friday 29th September**
1 to 3.30 pm, Venue to be confirmed

*Surrey Downs
Clinical Commissioning Group*
- **Guildford & Waverley CCG**
⇒ **Tuesday 31st October**
Time and venue to be confirmed

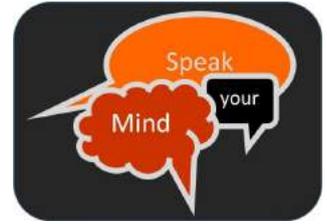
*Guildford and Waverley
Clinical Commissioning Group*

FRIMLEY HEALTH STP

The Sustainability and Transformation Partnership are holding a co-production workshop to discuss their plans for **Mental Health services** in their area, which includes Surrey Heath and NE Hampshire & Farnham CCG areas. This is being held on **Thursday 10th August**, from 1.30 to 5.00 at Windlesham Golf Club. Please go along and give your views. To book your place email: tina.white@nhs.net or Tel./Text 07500 863 290

UPDATES ON MENTAL HEALTH

The Independent Mental Health Network Coordinating group met again on 14th July, and discussed many matters, including:



- Suicide prevention awareness and training
- The new Carers support service
- Plans for new mental health support for people with autism
- Housing Related Support for socially excluded groups
- Psychological Therapy services, including new targets for people with long term physical conditions too
- Working with Healthwatch on a new project on mental health.

JOIN THE NETWORK AND HAVE YOUR SAY

Email ian.stronge@surreycoalition.org.uk, or Tel./Text 0739 724 0035

COME TO THE NEXT MEETING - on **Friday 15th September**, from 10.30 to 1 pm in Park House Leatherhead.

time to change
Surrey
let's end mental health discrimination

TIME TO CHANGE

A new Partnership was launched on 13th July to drive forward initiatives to reduce stigma in mental health. People from more than 20 organisations came together to commit to working together to make change happen.

For more information contact megan.aspel@sky.com, Tel./Text 07824 364 703



NEW CQC REPORT ON MENTAL HEALTH



The Care Quality Commission have recently published their report on “**The state of care in mental health services 2014-2017**”, showing that whilst there are examples of excellent services, there remain many concerns about practice in some NHS Trusts. Use this link:

<http://tinyurl.com/y87pctc2> to see the report.

UPDATES ON MENTAL HEALTH

FOCUS ON FoCUS



FoCUS is the Forum of Carers and people who Use the Services provided by Surrey & Borders Partnership NHS Foundation Trust. The 4 Area groups met again in June and July and discussed many services, including:

- The Home Treatment Team
- SABP's Expert Report
- STPs (Sustainability and Transformation Partnerships)
- Local issues from FoCUS members.

Many of these local issues are being taken by the Area FoCUS Reps to the **FoCUS Committee on 8th August** to discuss people's concerns and questions with the Chief Executive and Trust Directors, including:

- Autism training for mental health staff
- Mental capacity issues
- Monitoring of social care services provided by the Trust under a Section 75 agreement with the County Council

JOIN YOUR LOCAL GROUP

Go along to give your views:

East & Mid Surrey Monday 4th Sept: 1pm to 3pm	Park House Leatherhead, KT22 0AH
South West Surrey Wednesday 6th Sept: 1pm to 3pm	Godalming Baptist Church, Godalming, GU7 1BA
North West Surrey Monday 11th Sept: 1pm to 3pm	Hythe Centre Staines, TW18 3HD
West Surrey & North East Hampshire Thursday 14th Sept: 1pm to 3pm	High Cross Church, Camberley, GU15 3 SY

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

SURREY & BORDERS ANNUAL MEMBERS DAY

Surrey & Borders Partnership are holding this year's Members Day on Wednesday 13th September, from 10 am to 2 pm at SABP Trust HQ in Leatherhead, KT22 7AD.

This is your opportunity to hear about what the Trust has achieved in the past year, and their plans for the future, directly from their Chairman, Ian MacPherson, and Chief Executive, Fiona Edwards, and to visit many stands giving information about the Trust's services.

OPPORTUNITIES TO GET INVOLVED

GET ONLINE WEEK



This annual National Campaign runs from **2nd to 8th October**, and lots of events are being planned across Surrey to give people the opportunity to do tester sessions on using the internet and basic online skills. These will be published on the County Council website, and will also be publicised by the libraries, organisations and services running local events.

Please take advantage of the opportunities to find out more about the benefits of using the internet, which can make life easier, cheaper, healthier and more fun.



ON HOUSING RELATED SUPPORT

Surrey County Council have been consulting from 19th June to 13th August on a proposal to cease funding Housing Related support for people living in sheltered housing. Residents in homes provided by Borough and District Councils and voluntary organisations affected by the proposal to reduce funding for wardens and other support staff, have been given information about this and encouraged to complete a questionnaire to give their views (although we know some people were not given information in their required format). Providers have also been asked to arrange meetings with their residents to discuss the proposals and potential effects of reductions in their support.

Please encourage people affected by the proposal to complete the survey and give their views before 13th August. Use this link for more information and complete the survey: <https://www.surreysays.co.uk/>, or contact us in the Coalition office if you need any help to do so.



Surrey Deaf Community

If you are Deaf and use British Sign Language, then you may like to join Surrey Deaf Community. Contact the Chair, Amanda Lilley by email at surreydeaf16@gmail.com

Their AGM is on 2nd September and they have meetings and activities planned for October and November, and in February and April next year.

OPPORTUNITIES TO GET INVOLVED



HEARING LINK

Are conducting a short survey of hearing aid wearers on their experiences of hearing aid break down.

Give your views online here: <http://tinyurl.com/ybh4dvkv>

NEW CQC CONSULTATION



The Care Quality Commission have started a consultation on its new approach to regulation including detailed proposals for regulating primary medical services and adult social care.

Find out more and share your view here: www.cqc.org.uk/nextphase



BIG CONVERSATION

Epsom & St. Helier NHS Trust have contacted us to spread the word about the launch of their “Big Conversation” to get as many local people involved as possible in their plans for the future.

Please see their ideas and a short video, using this link: <http://tinyurl.com/yadfbqjy>

They have also produced a booklet, with questions they would like people to answer about their ideas and plans. Contact us in the Coalition office for a copy.

JOIN YOUR LOCAL DANS GROUP

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

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

South West DANS
Wednesday 4th October
10.30 to 12.30 pm
Godalming Baptist Church

East Surrey DANS
Monday 16th October
11 am to 1pm
Orpheus Centre, Godstone

Mid Surrey DANS
Monday 23rd October
10.30 to 12.30 pm
Park House, Leatherhead

North Surrey DANS
Monday 20th November
2 to 4 pm
Addlestone Community Centre

For more information and to request transport if required, please contact Sandra.frean@surreycc.gov.uk or Tel./Text 07976 864082

WORKING WITH SURREY POLICE

Surrey Coalition members continue to work with Surrey Police to help them improve their response to disabled people in Surrey.



FEELING SAFE SURVEY ACTION PLAN

As a result of the Feeling Safe Survey findings and recommendations, an action plan has been created to ensure that Surrey Police progress and advance their service for disabled people in Surrey. This involves:

- Reviewing internal disability training that officers/staff receive
- Broadening awareness of disability issues through staff/officer attachments and visits to key stakeholders
- Reviewing online engagement and reports made by people with a disability to improve access and usability.
- Working with partner agencies to discuss the various ways to report crime.
- Working with partner organisations to encourage conversations around issues that matter to disabled people.
- Working with partner organisations to raise awareness of Pegasus Scheme

To support the Feeling Safe Action Plan, Surrey Police Diversity Team have started working with other disability groups across the county. The meetings cover hate crime, the Pegasus Scheme, the reasons to report to Surrey Police and ways to do so. South West Valuing People Group were the first to receive an input on 20th July 2017. If you would like them to attend your group please contact Surrey Police Diversity Team: Tel: 01483 630491, Text 07967 988 074, or email: DiversityDirectorate@surrey.pnn.police.uk



REGISTER FOR YOUR PEGASUS CARD

Surrey Police want you to know:

The Pegasus scheme is for people who find it hard to communicate with us - once registered with Pegasus we keep your information safe on our computer and give you a PIN number.

If you are a member, call us and say Pegasus, we'll ask for your PIN and with that we can easily find your information and quickly help you. 

WORKING WITH SURREY POLICE



Who can register?

- Anyone who has a disability or impairment that may make it hard to communicate with the police in an emergency or difficult situation can register for a Pegasus card.
- Registering for Pegasus is free and any information you give is held securely.
- Every year, we will contact you and check with you that your details on the database are correct.
- You may change or update your details at any time.
- If you ask us, we will share your Pegasus information with other participating agencies e.g. Surrey Fire and Rescue, South East Coast Ambulance Service and local authorities.

Link to Surrey Police Website, Pegasus Page:

<http://tinyurl.com/y87mmzvj>

Link To Pegasus Application Form: <https://tinyurl.com/ycpptn2b>, or contact us in the Coalition office for more information and application form.

NPCC SAFETY ADVICE



The National Police Chief's Council has provided guidance to Surrey Police and other Police Forces, which is designed to advise people with a disability what to do in the event of the terrorist attack. General Police advice is that people should:



- **Run** to a place of safety
- If there is nowhere to go, then **Hide**
- Finally, and only when it is safe to do so, **Tell** the police by calling 999.

The Police know that all situations are different and recognise that people's ability to Run, Hide, Tell will vary for reasons of age, mobility, fitness and capability. Where running is not possible, people should move away from the area as quickly as possible, and hopefully others around will provide assistance. Please contact Yasmin: Tel./Text 07455 267424, or email yasmin.broome@surreycoalition.org.uk if you have any questions to pass on to Surrey Police.

INFORMATION FOR YOU

PHYSICAL ACTIVITY GUIDELINES FOR OLDER ADULTS



According to NHS guidelines, adults aged 65 or older, who are generally fit and have no health conditions that limit their mobility, should try to be active and should do:

- At least 150 minutes of **moderate aerobic activity** such as cycling or walking every week, **and**
- **Strength exercises** on two or more days a week that work all the major muscles (legs, hips, back, abdomen, chest, shoulders and arms)

For more information visit NHS Choices website: www.nhs.uk/Livewell/fitness, or contact us in the Coalition office.

PAYING FOR CARE

The County Council's Charging Policy was discussed at the Learning Disability Partnership Board meeting on 6th July. Did you know that there is an Easy Read version of the leaflet called "Paying for Care"? Use this link

<http://tinyurl.com/y8o65vrq> or contact us in the Coalition office for a copy.



SURREY DISABILITY REGISTER NEWSLETTER

The Summer edition of the SDR newsletter has just been published. Use this link to see it: <http://tinyurl.com/yda6ajdo>, or contact Nathalie Wilson for a paper copy and joining form: Tel. 01483 517 173 or Text 07805 809 032.

It's really important that everyone with a disability joins the Register, so please encourage every one you know to do so. Use this link to the SCC website on how to join: <http://tinyurl.com/ybdfsbxh>

SURREY PARA GAMES

We were invited by Jeremy Hunt, MP, to attend the Surrey Para Games held on 7th July at Charterhouse Club in Godalming, where disabled young people participated in many para games, supported here by Rachel Morris, Paralympic gold medallist in cycling and rowing.



INFORMATION FOR YOU

NHS ACCESSIBLE INFORMATION STANDARD

This NHS Standard which came into force on 1st August last year sets out a requirement for organisations to identify, record, flag, share and meet the information and communication needs of people with a disability impairment or sensory loss. 

During January to March this year, NHS England carried out a review to check the impact of the Standard and whether it was fit for purpose. Many people sent in their concerns about the difficulties they had obtaining accessible information, and the Review Report has now been published in a range of formats, including:

- Accessible Information Standard Review (Word)
- Accessible Information Standard Review (British Sign Language video with subtitles)
- Accessible Information Standard Review (Easy Read)

Use this link <https://tinyurl.com/ya6v7xub> to see the Report or contact us in the Coalition office, and we will ask NHS England for a paper copy or other formats including large print, audio or Braille. Coalition Board members and DANS Chairs group will be discussing the report at their meetings in September to decide on any further action to ensure compliance with the Standard.

NEW HEALTHWATCH LEAFLETS

Healthwatch Surrey have produced two new leaflets to promote the services they provide:

- **“Free Independent help with your healthcare complaint”** - service provided for Healthwatch by Surrey Disabled People’s Partnership; and
- **“Do you know where to get information on health and social care in Surrey?”** - provided by Citizens Advice and the Healthwatch Helpdesk

Copies of the new leaflets are **ENCLOSED** for your information, and are also available using this link: <https://tinyurl.com/y846nsga>

For more information about Healthwatch Surrey: Tel.: 0303 303 0023 (local rate); Text: 07592 787 535;

Email: enquiries@healthwatchesurrey.co.uk;

Website: www.healthwatchesurrey.co.uk

INFORMATION FOR YOU

HEALTHWATCH SURREY REPORT

A report called “**We don’t want to have to rely on other people**” - says **more support is needed to help people communicate with their GP surgery.**



Healthwatch Surrey is calling for GP practices, NHS England and NHS leaders to provide better support for people with communication needs.

120 people from “seldom heard” communities spoke to the local champion for users of health and social care, about their ‘**GP Journey**’. Some of the groups involved had specific communication needs when visiting their GP, for example; people who are deaf, people with visual impairment, people with aphasia, and members of the Nepalese community for whom English is a second language.

Most people were happy overall with the care they received from their GP, but there were common frustrations relating to problems with communication and telephone booking systems, physical access to the surgery and the lack of continuity of care for people with long term conditions.

The report with detailed findings can be found at <https://tinyurl.com/y8frbhuj> together with an accompanying video and a copy of the report in BSL. Or contact us in the Coalition office.

The report and recommendations is being shared with local NHS leaders, commissioners and GP surgeries and Healthwatch will be seeking a formal response.

WHEEL OF WELLBEING CAMPAIGN

Surrey’s Public Health department is launching a new campaign to promote the Wheel of Wellbeing - a handy way to think about some of the things you can do to help you improve your mood, reduce the risk of depression and strengthen your relationships. The wheel has 6 easy steps. Use this link <http://tinyurl.com/yb4kxk44> to find out more or contact us in the Coalition office. To join and help with the campaign contact Clare Burgess: Tel./Text 07970 159912, or clare.burgess@surreycc.gov.uk





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SURREY COALITION MEMBERS SURVEY 2017

Survey forms were sent out to 1017 Surrey Coalition members with the June Issue of Coalition News, and 42 completed forms were returned by the closing date of 10th July 2017. This represented a response rate of 4.13%. Members were asked to say the extent to which they agreed or disagreed with 6 outcome statements, and the results are given below.

Outcome 1: Overall, to increase the involvement and influence of disabled people in all policies and services affecting their lives, and to achieve greater equality of opportunity and independent living in Surrey

	Where I have specific access requirements, these are taken into account by Surrey Coalition of Disabled People	I receive regular newsletters and communication from Surrey Coalition
Strongly Agree	 48%	 69%
Agree	 36%	 26%
Neither agree or disagree	 10%	 2%

Outcome 2: Activities undertaken by Surrey Coalition have contributed to improved service-level outcomes determined by people using services, commissioners and other stakeholders

	I have the opportunity to attend meetings in my chosen interest area to give my views	I have the opportunity to work with Surrey Coalition to influence Adult Social Care plans for future services
Strongly Agree	 43%	 33%
Agree	 38%	 36%
Neither agree or disagree	 14%	 29%
Disagree	 2%	

Outcome 3: Engagement and co-production activities coordinated by Surrey Coalition have enhanced the individual knowledge, skills, and abilities of disabled people to exert their influence on Council policies,

	I have a voice to help shape services in Surrey provided by public and voluntary organisations	I believe that Surrey Coalition can help me contribute to local and national consultations on topics that are interesting and relevant to me
Strongly Agree	 43%	 45%
Agree	 43%	 38%
Neither agree or disagree	 12%	 17%