

YourHealthMatters

Welcome to the second edition of Your Health Matters – an update on the local healthcare scene for everyone interested in a healthy East Surrey.

Wellbeing prescriptions

How many of us can admit that we feel sad, isolated, stressed and frustrated? How many of us know that these feelings can have a real impact on our physical and emotional health? Unfortunately there aren't always tablets or medical treatments to help with situations that have an impact on our health - but there is help out there.

Wellbeing prescribing (sometimes called social prescribing or 'community referral') is a way for patients, health and social care professionals to contact a range of local, non-clinical services who can provide emotional or practical help beyond that which the NHS or Councils can offer. Tandridge District Council has secured funding from Surrey County Council and is

working with East Surrey CCG and local healthcare providers to connect the right person to the right help.

To start with this service is available in two GP practices (Oxted Health Centre and Smallfield Surgery) with one more planned for Spring. It is hoped that all practices within the Tandridge area will be able to refer

patients directly by the end of 2015. Reigate and Banstead Borough Council have also shown interest.

So, in the future you may find your GP, nurse or social worker recommending different services, not because this is cheaper, but because some help is better delivered by people who are well placed to guide and advise you.



Only order what you need

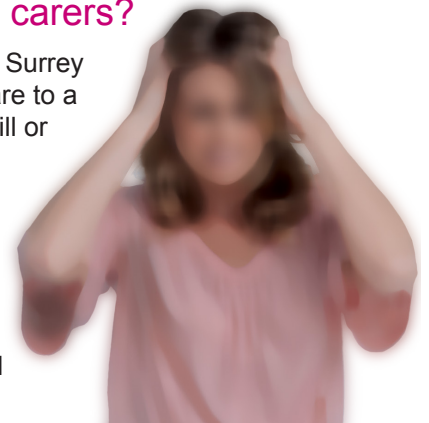
The waste in this photograph is just some of the unused and wasted medicines awaiting removal by a specialist waste company. These are mainly medicines ordered by repeat prescription but not taken by patients. The NHS therefore faces not just the wasted cost of all these medicines but also the cost of incinerating the waste safely. Please take control of your medicines and only order what you need. If you need help or advice on managing your medicines, please talk to your pharmacist or GP.

Are you one of Surrey's 'hidden' carers?

There are many 'hidden' carers of all ages in Surrey – that is, people who are providing unpaid care to a partner, family member or friend who is frail, ill or has a disability, but do not realise this makes them a carer.

Having multiple caring responsibilities can really take its toll, leaving little time for eating and sleeping well, or for anything else outside of caring such as time for a partner or friends, and having a big impact on overall health and wellbeing as a result.

If this sounds like you or someone you know, visit our website at www.eastsurreyccg.nhs.uk for a list of resources where you can get support and advice.



Nuisance calls from The Hearing Clinic

Have you been contacted by an organisation called The Hearing Clinic? A number of patients with noise induced hearing loss have received unwanted calls pressurising them to have a hearing test to see if they qualify for a legal compensation claim for noise damage. Some patients have received a cold call shortly after an appointment relating to hearing loss and have assumed that the NHS is passing on their data. This is not the case and they are not in any way endorsed by the NHS. If you receive a call from The Hearing Clinic, please do not speak to them. You can report them via the Information Commissioner's Office website at <https://ico.org.uk/concerns/marketing/20> or call 0303 123 1113.



Improved support for young people with mental health and social care needs

The Hope service offers support to young people aged 11-18 who have complex mental health, emotional, social and educational needs. Local health and social care organisations work in partnership to provide support in the community from a dedicated team of social workers, nurses, teachers, psychologists, art/drama therapists, psychiatrists, occupational therapists, dietician and activity workers.

We are now able to extend HOPE over the next year, following a

successful bid for nearly £750,000 from the Department for Education's Social Innovation Fund. An out of hours assessment and support service will be added to the service, as well as developing integrated psychiatric and residential support for young people. The service improvements will be used to demonstrate good practice across the country – a real example of successful partnership working.

Find out more about the HOPE service at www.hopeservice.org.uk

The Care Act and you

From 1 April 2015, care and support is changing to be more consistent across England. Care and support is the help some adults need to live as well as possible with any illness or disability they may have. It can include help with things like washing, dressing, eating, getting out and about, and keeping in touch with friends or family.

Changes will start from 1 April 2015 and continue to 2016. You could benefit from the changes if you receive care and support, support someone as a carer or are planning for future care and support

You can get more information about the changes to care and support Surrey County Council at <http://new.surreycc.gov.uk/social-care-and-health>

Health Help Now

Following the launch of our new NHS web app in December 2014, we are delighted with the positive feedback we have received from people who have used the service to find the right treatment, especially when they were not sure what to do or who to contact. The web app is free to use and lists common symptoms and helps you to find the best place for treatment in East Surrey. The advice is tailored to five different age groups: baby, child, teenager, adult and older adult. To find out more and get expert advice for your symptoms, visit www.healthhelpnow-nhs.net

How was it for you?

Did you find this newsletter useful? Do you like the content and style? Is there something you would like to see covered in the next edition? Please send your feedback to jane.smythson@nhs.net

We welcome comments from patients about the healthcare you receive, including queries, compliments and complaints. Talk to Carol Rowley on 01883 772800 or visit our website: www.eastsurreyccg.nhs.uk

You said

We did

You said:

"Patients ringing NHS 111 from an 01737 Reigate number can be treated as London callers, sometimes making it difficult for them to be advised and directed appropriately."

We did:

The 01737 National Numbering Group overlaps the borders of London, causing this problem. We are working with the 111 provider to replace the automated answering system with a natural language system where you can simply say where you're from. Eventually we hope that better location data for all landlines will consistently enable all callers to be directed to the closest and most appropriate service as quickly as possible.

Afternoon tea and talk with Healthwatch Surrey (free)

**Wednesday 27 May 2015 12-3pm
Leatherhead, United Kingdom**

This event is open to anyone living in Surrey who is over 65 that can answer 'yes' to the following:

- Have you or has someone close to you used local NHS services (such as a GP, dentist, opticians)?
- Would you be willing to share some of your experiences and views of the NHS with us?

More details at www.healthwatchsurrey.co.uk/come-and-meet-us

Patients at the heart

This newsletter is created by NHS East Surrey Clinical Commissioning Group, a GP-led organisation responsible for planning and buying hospital, community and mental health services across Tandridge, Redhill, Reigate and Horley.

