

Health and Wellbeing Board Highlight Report: June 2024

These [Highlight Reports](#) are published following discussion at the quarterly, public [Surrey Health & Wellbeing Board meetings](#).

They provide an overview of the projects and programmes which directly support the delivery of the [Surrey Health and Well-being Strategy](#) and report to the Board, plus the latest relevant insights, along with examples of collaboration and communication related to the strategy.

Please circulate more widely in your own organisation and/ or include in your own e-bulletins or newsletters as appropriate.

If there are projects or programmes you would like to connect with, please use the contact details if they are provided in the report or email: healthandwellbeing@surreycc.gov.uk.

Community Vision for Surrey:

The Community Vision for Surrey describes what residents and partners think Surrey should look like by 2030: By 2030 we want Surrey to be a uniquely special place where everyone has a great start to life, people live healthy and fulfilling lives, are enabled to achieve their full potential and contribute to their community, and no one is left behind.

In light of the Community Vision and the vital role communities and staff / organisations in the Surrey system play in its delivery, the [Health and Well-Being Strategy](#) sets out Surrey's priorities for reducing health inequalities across the Priority Populations for the next 10 years. It identifies communities that experience poorer health outcomes and who need more support. It also outlines how we are collaborating to drive these improvements, with communities leading the way.

Collaborative working

The following are examples of the work happening between HWB board organisations which are adding value and contributing to the achievement of the Strategy Priorities and Outcomes:

- Following the initial launch of the Surrey HWB Strategy Index in 2023 there has been wide engagement through the HWB sub boards to add to and develop the range of indicators that show where progress is or isn't happening. This has resulted in 20+ new indicators being added into the index which will be updated in June. Alongside these is the first of what are intended to be annual "scorecards" that via the sub boards will indicate where positive changes are happening and where more attention may be appropriate.

- Innovation for Healthcare Inequalities is leading a Health Checks Pilot that ran from January – December 2023, targeting CORE20Plus5 populations in East Surrey. The programme sought to improve access to Atrial Fibrillation and Familiar Hypercholesterolemia screening and detection for ‘at risk’ communities. The project’s target is to increase the equity of access to cardiovascular disease (CVD) screening programmes. This pilot was delivered in partnership with Public Health, Surrey Heartlands, Health Innovation Kent Surrey and Sussex, with Alliance for Better Care and YMCA East Surrey as key delivery partners. It is focused on individuals under 40 and ethnic minority groups, delivered at over 19 different venues/events across East Surrey. Findings showed that about 267 individuals with health indicators of clinical conditions were provided health education and 183 were escalated to a GP for further care.
- The Mental Health: Prevention Board (MHPB)’s Oversight Sub Group for Mental Health Investment Fund (MHIF) projects is multi-agency and brings expertise on children’s and adults’ services, and with statutory and VCSE sector members. The group provided a steer in spring to strengthen the reporting processes, and better measure impact including the ability to collate the data on numbers of people being reached and who are supported.
- The Sub Group will take a collective view across the two rounds of projects currently in delivery, the wider children’s and adults’ commissioned services; and the element where the Council has partnered with the Community Foundation for Surrey. Four of the round one projects were reviewed at its March meeting, with a spotlight on Lucy Rayner Foundation’s Counselling Service which is ending and emphasised the need for the final reports to contain clearer data for measuring impact.
- A meeting of the Chair of the Health and Wellbeing (HWB) Board, the Chair of the Surrey Safeguarding Children’s Partnership and Chair of the Surrey Safeguarding Adults Board, and officers met initially to explore a better way of working between the Health and Wellbeing Board, the Safeguarding Adults Board and Safeguarding Children Partnership. This will lead to more action focused items on issues that align across the three boards where all can contribute.
- As part of a collaboration between First Community Health and Care, CSH Surrey, SCC, Surrey Heartlands and the voluntary and charity sector, over the past year the inclusion team at Children and Family Health Surrey has set up Community Kitchens, a mental health initiative to support asylum seekers in the local community. The initiative, which has been funded by SCC, and is being delivered with the help and support of local volunteers and charities, who provide kitchens and dining areas in venues including churches and village halls, brings communities together to share mealtimes, experiences and to connect, helping to build friendships and helping these individuals and families adapt to their new lives.

The team started the Community Kitchens to support asylum seekers in Surrey, who are living in hotel accommodation, often feeling isolated and with

limited access to healthy, nutritious meals that are familiar to them and reflect their cultural heritage. Community Kitchens bring people together, giving them a place where they can prepare healthy meals of their choice using fresh ingredients. They cook and eat together in a friendly and relaxed environment, where they can socialise, share stories and enjoy time together. The project also offers a Level 2 Food Hygiene certificate for chefs who are supporting the kitchens to help them seek employment if they are applying for jobs in hospitality. Find out more at [community kitchens video](#)

- [Surrey Whole System Food Strategy](#) has been published. The strategy was developed in partnership to focus on three key strands: addressing food insecurity, reducing climate impact of the local food system and supporting the local population to keep a healthy weight by enhancing the accessibility and affordability of nutritious food. The strategy seeks to deliver on outcomes related to Priorities One and Three of the Health and Wellbeing Strategy.

Priority 1 Highlights

Priority sponsor: Karen Brimacombe, Chief Executive, Mole Valley District Council

Programme Manager: Olusegun Awolaran, Policy and Programme Manager, Surrey County Council (SCC)

In the spotlight – Surrey Tobacco Control

Smoking continues to be a leading cause of ill health, early death and a significant contributor to health inequalities. It is estimated that smoking costs Surrey £950m per year:

- £649m is attributed to productivity
- £259m is attributed to social care costs
- £35.3m relates to healthcare costs
- Also related to fires, result in annual losses of £6.9m, about 42 smoking related fires are attended by SFRS.

Although the proportion of people in Surrey who smoke has been on a decline, there are still about 113,000 smokers (11.9%).

In addition to the [Tobacco and Vapes Bill](#) that had been expected to go through parliament until recently, the Government has doubled the amount of funding for local stop smoking services for the next 5 years and an annual grant of £1.1m has been allocated to Surrey for 2024/25. Over the next 5 years Surrey will support an additional 15,000 quit dates to be set. We will work with key stakeholders to increase the demand for, and capacity of our stop smoking services across the county, ensuring all smokers have access to free behavioural support and resources to help them quit for good. This funding will support priority one of the recently published [Surrey Tobacco Strategy](#)

The Southeast Association of Directors of Public Health published an updated [Position Statement on Vaping](#), and this document has the latest evidence, regulation, guidance and training on vaping. This has been shared with a range of networks

such as the Tobacco Alliance Network, the NHS Long-Term-Plan Tobacco programme and now the Health and Wellbeing Board.

Outcomes

1 People have a healthy weight and are active

- To support the implementation of a whole system approach to healthy weight in maternity, early years and education, a series of webinars are being developed by public health around food and wellbeing for pregnancy, first 100 days, primary and teen ages.
- A new contract for the 'Be Your Best' programme has been awarded to Active Surrey by Public Health for the next four years. This programme will be delivered to children within the age range of 5 -17 years inclusive, to meet a gap in support for this age group.

2 Substance misuse is low (drugs/alcohol & smoking)

- Additional post within Catch 22 to support the reduction of drug-related suspensions and exclusions is now in place
- Existing supplemental substance misuse treatment grant commissioned posts and residential rehabilitation placements to continue.

3 The needs of those experiencing multiple disadvantages are met

- Two specialist Bridge the Gap outreach workers presented their work supporting the most vulnerable individuals in Surrey at a cross-government meeting in May. Representatives from central government and communities heard about the integrative support the workers provide through the Surrey Bridge the Gap programme and how this work provides value for money and cost-effective system outcomes.
- Changing Futures presented at a national conference alongside Alliance for Better Care to promote the benefits of specialist services to support health inclusion populations including multiple disadvantage and Migrants/Refugees.
- The Changing Futures lived experience peer employment programme's efforts were acknowledged with [a Silver Charter Award](#).

4 Serious conditions and diseases are prevented

- In a bid to develop diabetes care for children and young people, 14 schools and early years settings have signed up to the ELSA Type 1 Diabetes NIHR Screening Study. Many people whose family members already have Type 1 Diabetes are already signing up.
- Surrey Heartlands, Living Well Taking Control and Public Health are working together to target Key Neighbourhoods to address the current lower levels of referral and uptake of NHS Health Checks. Work has been initiated to strengthen connection with community and faith groups, with direct outreach to Surrey Minority Ethnic Forum and Active Surrey, for example.
- A Macmillan researcher based in SCC has begun work on a cancer inequalities research programme. A scoping and prioritisation piece of work is

currently being conducted in collaboration with Surrey Heartlands and Macmillan and will identify key inequalities along the cancer care continuum.

5 People are supported to live well independently for as long as possible

- A Hoarding training offer for members of the Surrey Multi Agency Hoarding Group was commissioned by SCC and the training has started. The goal of the training was that people's awareness around Hoarding would be raised significantly. To date about 350 people across different agencies in Surrey have attended a practice learning event. Similarly, [a SharePoint site](#) has been designed to host information and advice to assist professional staff in their role where they identify people in Surrey with hoarding behaviours.
- In March 2024, Active Surrey together with Surrey Downs, with input from Public Health developed a Falls awareness raising training package for frontline healthcare staff, and a patient checklist to enable patients to take steps to reduce their risk of falling. This training has been delivered to various PCN's in Surrey Downs place and there is potentially the option to deliver an 'on demand' version to other Places in Surrey.
- The new Carers Partnership Group was established in March 2024 with 9 unpaid carers as members, totally 75% of the membership. This is a first step to implementing the new Carers Programme Governance.

Priority 2

Priority sponsors:

Professor Helen Rostill, Deputy Chief Executive Officer, Surrey and Borders NHS Foundation Trust and SRO Mental Health, Frimley ICS

Kate Barker - Joint Strategic Commissioning Convener: Children and all age Mental Health

Liz Williams - Joint Strategic Commissioning Convener: Learning Disability and Autism and all age Mental Health

Programme Manager:

Jason Lever, Policy and Programme Manager, Surrey County Council

In the spotlight – Green Health & Wellbeing Programme: Dose of Nature

Dose of Nature is a mental health charity whose objective is to improve the mental health and wellbeing of individuals by increasing time outside in green spaces and engagement with the natural world, building realistic and sustainable habits. It delivers 'nature prescriptions' to people referred by their GP with a wide range of mental health issues, including depression, anxiety, trauma, addiction, and bereavement.

With £100,000 funding from SCC's Green Social Prescribing budget, their Surrey service opened on the Dapdune Wharf National Trust site at the end of 2022. Since then, they have received over 150 referrals from GPs, GPimhs and Social Prescribers attached to 23 GP surgeries across Guildford and Waverley.

The 10-week Dose of Nature Prescription Programme includes a Psychologist assessment and review, and 8, one-hour long, 1:1 weekly sessions with a Nature

Guide in nature and green spaces. In addition, clients are offered a variety of nature-based activity groups, including art, walking groups, yoga, tai-chi and bird watching.

The service has been clearly filling a local need, often being able to reach people who might have struggled to attend traditional mental health services, or who have been through the system many times before. The engagement rate is 83% at the point of assessment, rising to 97% at the point of beginning sessions. Outcome data using empirical measures indicates improvements in anxiety, depression and connection to nature following a Dose of Nature prescription.

Following their funding ending in October 2023, Dose of Nature has been able to maintain the successful Surrey hub at Dapdune Wharf through the ongoing success of their original hub in Richmond, as well as the various relationships they have built with Surrey primary care teams and VCSE organisations.

For more information, including on outcomes, contact Jack.Smith@surreycc.gov.uk or read the first year report [here](#).

Outcomes

1. Adults, children and young people at risk of and with depression, anxiety and other mental health issues access the right early help and resources

- The Sleep Strategy Survey and interviews are complete, with a report in progress. A spring campaign led to over 200,000 website impressions.
- In the men's mental health programme, Andy's Man Club Woking continues to attract 60-70 men a week in a new venue; a new group is operating in Guilford; and Men's Pit Stops continue to be offered in Merstham.
- An extended End Stigma Survey had 232 responses (compared to 141 previously), with results now being analysed for reporting next quarter.
- Consultation on revision of [The Surrey Suicide Prevention Strategy](#) is underway, which will include reviewing the Alison Todd Suicide Prevention protocol.

2. The emotional well-being of parents and caregivers, babies and children are supported

- There is good progress on creating a universal Wellbeing Plan for Children & Young People (CYP) in Surrey, ready for [Feeling Good Week](#) activity during 7 - 11 October 2024.
- The CYP Emotional Wellbeing & Mental Health Communications and Engagement Partnership is ensuring sufficient exam communications around stress are being planned and shared across the Surrey system.
- Available support for parents and carers is being collated ready for the 2024-25 school year, around their children's physical and mental health as well as their own emotional wellbeing.

- A Self-Harm Protocol is being produced under the CYP Emotional Wellbeing & Mental Health Strategy to provide guidance for professionals, under NICE guidelines.
- 139 young people/ adults (14 - 39 years old) received counselling services by the Lucy Raynor Foundation, funded under Round 1 of the Mental Health Investment Fund, to prevent them from reaching crisis and provide them with tools and techniques to improve their emotional wellbeing and mental health.

3. Isolation is prevented and those that feel isolated are supported

- Under the Green Health & Wellbeing programme, nine young people not in work completed 9-12 weeks in the First Step Green Volunteering programme, with early outcomes of increased confidence, skills learning and interviews for traineeships.
- The programme has scheduled two 'Out In The Field' nature retreats for 40 primary care staff for June, and a Nature Health Facilitator accredited training course is planned for 8 of these staff.
- There is also project scoping to develop a green health eco-system around Horsell Common, utilising space as a health asset for the Woking community and Health and Care Partnerships for example through walks, therapeutic space, peer support groups and a community garden.

4. Environments and communities in which people live, work and learn build good mental health

- [First Steps to Support Pilot](#) areas are now extended to boroughs of Waverley and Woking Broughs, and to care homes, and launch of Chatbox pilot so that the First Steps programme is made available across Surrey.
- The gambling awareness campaign ran mid-April until the end of May, resulting in 1,080,267 impressions and 2,876 clicks in its first two weeks. It will be evaluated for its impact on raising awareness of, and access to, support services, with results feeding into the needs assessment and strategic approach.
- Early enlistsers (MACRO, Barratt Homes and Beard Construction) are lined up for roll out of the [Workforce Wellbeing programme](#). The framework is now being refreshing for small organisations and an accreditation process is being developed in partnership with Bracknell Forest.
- This 'How Are You Programme' is now registered into a National Institute for Health & Care Research sponsored free network of workforce wellbeing programmes.
- In Public Health's community capacity building prototype in East Surrey, a Community Peer Researcher pilot has been developed as part of a relationship campaign, and which is targeting men's mental health.
- A Community Action Plan developed by Reigate & Banstead has also been supported, particularly around addressing gaps in housing following mapping of resident needs.

- Three mental health training courses being delivered by the end of June are fully booked. Planning is underway to match key groups to the best evidence-based training, based on 'Making Every Contact Count'. The training offer has included support to Woking Street Angels, Surrey Fire and Rescue, private construction companies and a parent group provider.

Priority 3

Priority sponsor: Mari Roberts-Wood, Managing Director, Reigate and Banstead Borough Council

Programme Manager: Olusegun Awolaran, Policy and Programme Manager, Surrey County Council

In the spotlight – Surrey Sexual Health Programme

Sexual health is critical to the overall health and well-being of individuals, families and the development of communities and has recently been brought into direct scope of delivery of the Surrey Health and Wellbeing Strategy (HWBS) due to its aim of reducing inequalities, which is highly relevant to sexual health and its outcome 'Serious conditions and diseases are prevented'.

Particularly targeted elements include:

- A focus on reaching groups that do not access sexual health services, breaking down barriers and stigma, and promoting good sexual health. Public Health has developed a joint outreach action plan with the Sexual Health Service outreach team to focus on key priority populations and explore ideas and interventions for engagement.
- An HIV Action Plan which aims to increase awareness around routes of transmissions, increase testing and reduce stigma and improve the lives of people living with HIV.
- The mapping of pharmacies in the 21 Key Neighbourhoods with the aim of ensuring pharmacies are providing emergency contraception, chlamydia testing and treatment, and delivering the new NHS contraception programme.
- Addressing that Surrey is below target for the chlamydia detection rate in under 25s, rather than increasing testing in the general population, to increase our detection rate, the targeted testing approach is used to enable improvements in relevant priority populations.
- Collaboration with partners to create a whole systems approach to teenage pregnancy prevention via an action plan including a focus on leadership, communication, targeted work, and training.

Outcomes

People's basic needs are met (food security, poverty, housing strategy)

- SCC's Warm Welcome scheme launched on 1 November 2023, has closed for this year, with over 40,000 residents attending the sessions across winter, as against around 16,000 visits in 2022-2023. It distributed 1,134 fuel vouchers and almost 9,000 winter essentials to residents. Energy advice and debt support was provided to 4,699 attendees and the feedback SCC have received has been overwhelmingly positive. A review of feedback and findings from this winter will be conducted and the findings will inform planning what changes may need to be made ahead of winter 2024-25.
- Surrey Community Action have been successful in their funding bid submission to the Fuel Poverty programme and will continue to provide energy support to residents in Surrey for another 12 months through their Warmth Matters scheme. This year, they plan to do more work engaging with key demographics who are at particular risk of experiencing fuel poverty. This includes targeted projects to assist older people, the GRT community, those living in rural areas and residents with disabilities.

Children, young people and adults are empowered in their communities

- A programme of personal development courses for residents at risk of escalating care and support needs is being delivered through local libraries. Residents who are 18 years or over, at risk of requiring more formal ASC support in the future and need support to find the correct support at the correct time can be referred to for this through [this link](#).
- In Our Own Words (young people's) peer research project is now in the implementation phase, research training being delivered to a group of recruited neuro-diverse young people who will have research questions developed and reviewed by supporters (officers/strategic leads in the system) by the end of June.

People access training and employment opportunities within a sustainable economy

- The SCC Work Wise programme is a free employment service available to any person with a mental or physical health condition, disability, or neurodivergence, who wants to work. The programme is now fully live and accepting referrals. For more information and referrals, [follow this link](#).

People are safe and feel safe (community safety including domestic abuse; safeguarding)

- The Sanctuary Scheme offers households the choice of remaining in their homes where suitable, appropriate, and where the domestic abuse perpetrator is no longer resident in the property. As at March 2024, the

Sanctuary Scheme has fitted 277 security measures in the homes of survivors across Surrey.

- A Violence Against Women and Girls (VAWG) Needs Assessment Working Group, jointly chaired by SCC and Surrey Police, has been created and is overseen by the VAWG Executive. This partnership is in the initial stage of identifying organizational working definitions for VAWG and initial data collection. Findings from the VAWG Needs Assessment will be incorporated to create a partnership action plan to address VAWG in Surrey.
- The Surrey Serious Violence Needs Assessment has been completed and signed off by the Surrey Serious Violence Reduction Partnership and has also been submitted to the Home Office as part of the funding agreement.

The benefits of healthy environments for people are valued and maximised (including through transport and land use planning)

- In creating the infrastructure for delivery of the Green Health and Wellbeing programme, work is ongoing to create improved search functions on 'Connect to Support Surrey' for professionals and the public who may be looking for nature-based activities/care & support options in localities.
- SCC has worked with residents and community groups to plant over 36,000 new trees across the county. The council remains on track to plant 1.2 million trees by 2030, marking one for every resident. Since the launch of the initiative in 2019, over 510,744 trees have now been planted across the county. This year, 1952 meters of new hedgerows have been planted during this year's tree planting season, offering habitats for wildlife.
- Funding has been secured for the Guildford to Godalming cycling and walking corridor via bids to Active Travel England (ATE) and National Highways (NH) Designated Funds. In total circa £5M has been secured from ATE and NH plus local funding from Waverley Community Infrastructure Levy bid. The total investment in the corridor being circa £6.25M with the balance of funding underwritten by the Surrey Infrastructure Programme.

Data, insights and challenges:

Healthwatch Surrey, Giving Carers a Voice and Combating Drugs Partnership Public Involvement are all part of the wider [Luminus](#) organisation, shining a light on what matters to people.

Priority Population - Carers and young carers

Giving Carers a Voice, delivered by Luminus, ensures the voices of unpaid carers of all ages are heard across Surrey, helping services adapt to meet their needs and supporting the vital role that Surrey's unpaid carers play. In January – March 2024, they spoke to 235 carers (including young carers) across Surrey. Highlighted in their quarterly report [Giving Carers a Voice: Reports - LUMINUS \(luminus-cic.uk\)](#) is the difference that listening to carers can have (often relating to hospital discharge). In Healthwatch Surrey's report [Carers' experiences of hospital discharge - Summer 2021 - Healthwatch Surrey](#), one of their recommendations was to view discharge as a handover of care. Many people are being sent home to continue their recovery and need care and support, much of which will be provided by informal, unpaid carer.

“Recently my son has had a better experience with the home treatment team... They've made proper use of me, checking in with me [as his mum and carer] to see is there anything they need to know before they go and see him, asking me what is the best way of contacting him etc. The proper human touch.”

“My wife is in hospital at the moment with a broken pelvis... Yesterday there was a meeting in the hospital about her care and apparently a decision was made that carers would be popping in in the morning and afternoon. What does that mean? They haven't even visited the house to assess it, so how can they possibly know what her needs are? I wasn't present at the meeting as I wasn't told about it. I had to keep asking for the details... They don't know what a carer is and what they have to do.”

“My wife has early onset dementia, Lewy body... I went in to visit her [in hospital] on Monday this week, only to be informed that she was going to be discharged to a care home on Tuesday morning... No one has discussed this with me or thought to ask if this was ok. Not one person has asked if I'm a carer or how I'm coping. I have really just been ignored...”

Giving Carers a Voice also heard some positive feedback about the positive impact on carers where support is available:

“Hospital visits have become the norm in our family now, and I would be lost without the support of this Home-Start group.”

"I come to the [Cameo Day Centre] Carers Cafe and sit and talk to others in the same situation. If I can help someone else going through the same thing, that's great. It's nice just to have a chat and share things. You pick up all sorts of ideas and tips about services and what helps."

They continue to hear from young carers about the importance of having someone to listen to them:

"I enjoy coming to My Time for Young Carers because everyone is kind and I know I can talk to people if I'm worried."

"My mum has Fibromyalgia and needs my help when she has a flare-up, as she cannot do anything when that happens, which is quite often. I do all the gardening as well as help mum with cooking and cleaning. There aren't enough youth groups for young carers. I telephoned Surrey Young Carers and was told that Action for Carers Surrey lost their funding and does not offer support once you turn 16. I'm 17 and left with no support at all. It doesn't have to be in a hall; a coffee shop would be just as good. I enjoy cycling, and it would be nice if a cycling event could be arranged for young carers to take part in."

Priority Population - Children with additional needs and disabilities

Both Healthwatch Surrey and Giving Carers a Voice (delivered by Luminus) continue to hear from parent carers about their difficulties with EHCPs (Education, Health and Care Plans) and also long waiting times for ADHD diagnoses and the impact this wait can have:

"I'm tearing my hair out. We just had the EHCP through for my younger son and that took one day short of 42 weeks. Trying to deal with all the appointments and paperwork for everything is very challenging."

"I'm waiting for an ADHD diagnosis [for my daughter]. The waiting list is very long and in the meantime, my daughter is self-harming."

"My granddaughter is currently living with me and my husband... It's a nightmare, I'm caring for her but I'm exhausted and frustrated. She has lots of mental health issues and is on the waiting list to be assessed by CAMHS for ADHD. Told it will be ages and ages. She turned 18 in December and all support ceased immediately. We didn't get a transition period or handover to adult social services. I really, really need help. I called beginning of January and explained and I've not heard anything back. She becomes so violent and unpredictable. She spends most of the day in bed and is awake all night causing us total disruption. She has tried to engage with

services but it doesn't work for her so she leaves. I'm stressed literally all of the time.”

Priority Population - People with drug and alcohol problems

The Combating Drugs Partnership Public Involvement service (delivered by Luminus), delivers a bespoke and independent public engagement service for those in Surrey who may be affected by substance use.

Between January and March 2024, they spoke to 164 people.

Their [video case study](#) highlights barriers to treatment, impacted on by people's health and wellbeing:

- Unconventional lifestyle / hard to conform to rigid processes.
- Dual diagnosis (mental health and substance use needs).
- Hierarchy of needs (food).
- Flexibility of appointments (mornings, set appointments).
- Anxiety around appointments (formality, no smoking).
- Difficulty travelling across the county (no transport, moving on foot).
- Phone difficulties (no credit/broken/borrowed phones etc.)

They also contributed insight to help in the development of the [Joint Strategic Needs Assessment \(JSNA\) chapter on substance use](#).

Priority 1 (Supporting people to lead healthy lives by preventing physical ill health and promoting physical well-being).

Healthwatch Surrey contributed to the national research by Healthwatch England which was published on 1 May 2024 – [Pharmacy: What people want](#), by contributing local insight. This research shows that community pharmacies are widely used and valued for their accessibility. It also highlighted both the benefits and barriers of the Pharmacy First service, calling for greater communication around this. The negative impact of medication shortages, prescription costs and pharmacy closures were also highlighted. Healthwatch Surrey have also undertaken a survey in 3 areas of Surrey where pharmacy closures have taken place to understand the impact on local people. This survey has just closed and findings will be published later this month.

Priority 2 (Supporting people's mental health and emotional well-being by preventing mental ill health and promoting emotional well-being)

From what Healthwatch Surrey hear when talking to the public, one of the biggest challenges regarding prevention of ill health and promoting wellbeing is that people are not aware of the range of supportive services that are available. As part of their work, provide information and guidance on accessing services through the NHS App and other digital related services. One example of this, highlighted in their [Quarterly impact report - Quarter 4 \(January to March 2024\) - Healthwatch Surrey](#) occurred when they attended a community breakfast at a church in Camberley and spoke to a person who had concerns about the challenges around digital access to services

alongside caring for her husband. In talking it transpired that her caring responsibilities had changed over time but, not identifying as a carer, she hadn't accessed any support services. Healthwatch Surrey were able to provide information about different ways to book appointments with her GP practice and also signpost to support in her caring role.

Priority 3 (Supporting people to reach their potential by addressing the wider determinants of health)

In 2022, SCC took a decisive step by introducing Local Area Coordination to fulfil the system-wide commitment of supporting independence, promoting prevention, and addressing health inequalities within Surrey. Two years on, an independent evaluation outlines the successful implementation and positive impact of Local Area Coordination in Surrey. In a relatively short time, Surrey have achieved several successes across the following domains: people, community, and systems. The findings of the evaluation are based on the data from resident interviews and stakeholder interviews. The results show as follows:

In the people domain, residents highlighted the positive and wide-ranging impact local area coordinators (LAC) have had on them as they have walked alongside in Surrey. The achieved outcomes reported by residents, following their interaction with LAC are diverse, but primarily centred around community integration and practical assistance.

In the community domain, stakeholders highlighted that the overarching aims and objectives of LAC were clearly defined from the beginning, and coordinators spoke positively about their induction process. Stakeholders seem to have embraced the model, which has resulted in changes to management practices and increased collaborative efforts.

In the systems domain, the findings obtained from stakeholders who were from the LAC leadership group provided an understanding of the growth of LAC and its broader impact at a systems level. Respondents noted that there is a seamless integration of LAC into the wider system in Surrey and the successes realised were through purposeful engagements with senior partners, carefully planned implementation process, and the establishment of permanent roles (see [full report here](#)).

JSNA update

Chapters published: One chapter has been published in the last quarter.

Priority 1:

A new Joint Strategic Needs Assessment (JSNA) chapter on **Substance Misuse** in Surrey has been published. This chapter was developed with Surrey's Combating Drugs Partnership, which includes health, local authority, criminal justice, and community partners with Luminus capturing the lived experience of people affected by alcohol and drugs. The chapter is accompanied by an interactive Tableau

dashboard. The chapter highlights that alcohol and drug use causes harm not only to individuals but to families and communities and costs millions of pounds every year in dealing with the associated health problems, loss of productivity, children and adult social care costs and drug related crime and disorder, with problematic alcohol and drug use being a pathway to poverty, leading to family breakdown, crime, debt, homelessness and child neglect. The chapter looks at the data and lived experience stories to look at the best ways to prevent and reduce substance misuse, provide help to those in need and create a healthier, safer environment for everyone.

Chapters to be published:

Priority 1

Multiple disadvantage (including those experiencing a combination of homelessness, domestic abuse, contact with the criminal justice system, with drug/alcohol and/or mental health issues). Phase 1 will focus on adults experiencing multiple disadvantage – this will be published in early 2024. Phase 2 will focus on children and young people and families experiencing multiple disadvantage and the transition between children and adults. This chapter is being co-produced with Experts by Experience. Phase 1 is nearing completion and is going through internal sign-off processes.

Tobacco Control – development has started, a first draft of the chapter has been completed using much of the insight gathered for the Tobacco Control Strategy.

Food and Health – development has started, chapter is being scoped and data sources identified.

Priority 2

Loneliness and social isolation – **chapter is being written, with much of the research and data analysis conducted.**

Priority 3

Economy – development has started, the final draft is now being produced alongside the Tableau dashboard.

Community Safety – development has started, chapter is being scoped.

Air quality – development planned to start in 2024/25.

Priority Populations: see Multiple Disadvantage above for People experiencing domestic abuse; People with serious mental illness; People with drug and alcohol problems; People experiencing homelessness

Other

Armed Forces and Military Veterans – Development has started, chapter is being scoped and data sources identified.

HWB Board Communications Group update

Priority population - People with learning disabilities & their carers

Families set to benefit from new short breaks accommodation being built in Woking helped mark the official start of work at a milestone groundbreaking ceremony. The purpose-built £5.7m facility will enable autistic people and those with learning disabilities to enjoy new experiences while their families take a break from caring. It's part of SCC's drive to create the right homes with the right support for people who need it and represents a major investment in specialist accommodation to help people achieve greater independence. The new accommodation on the site of the old Lakers Youth Centre will provide eight ensuite bedrooms as well as a sensory room, a communal lounge/dining room and landscaped gardens. It will provide the first such service in that part of the county and will ultimately add almost 2,500 nights of additional short breaks capacity per year for adults with additional and complex needs.

The event marked the first "spade in the ground" for an ambitious county council strategy which aims to deliver more than 1,400 units of specialist accommodation for adults with support needs across Surrey. Communication about the planned new accommodation and wider strategy included videos and a media release leading to coverage across a range of outlets and channels.

Each month 'Giving Carers a Voice' (Healthwatch Surrey/Luminus) calls for evidence via social media, which when relevant, also provides information and signposting to services.

The last 3 months covered:

- In February, in line with children's mental health week, where the theme was My Voice Matters, 'Giving Carers a Voice' asked young carers to share their experiences if they had accessed a service and how they would look after their wellbeing.
- In March, the focus was on #YoungCarersActionDay.
- In April, as it was National Siblings Day, and Giving Carers a Voice asked people if they cared for their brother and sister and invited them to share their experiences with us.



Giving Carers a Voice also shared the opportunity to join the Direct Payments Committee and the Carers Partnership Group who were looking for carer representatives, as well as the Surrey Carers Partnership group Co-Chair opportunity.



Priority Population - Children with additional needs and disabilities/Adults with learning disabilities and/or autism

Healthwatch Surrey are working in partnership with local organisations and community groups to gather neurodivergent people’s experiences of hospital care. They are visiting local groups and attending community engagement sessions and have also created a survey to ask neurodivergent people (or their parents or carers) for their experiences of local hospitals as an outpatient.

Priority Population - People with long term health conditions, disabilities or sensory impairments.

Healthwatch Surrey were commended in the National Healthwatch Impact Awards. This followed their work with a local resident, Chantelle, who has a learning disability and is a wheelchair user. She shared with Healthwatch Surrey that she was unable to access cancer screening. [Healthwatch Surrey’s video](#) tells Chantelle’s experience.



Priority Population - Older people 80+ and those in care homes

To support SCC’s communications awareness campaign to ensure people who are thinking about their future care needs have the right information, Healthwatch Surrey ran a survey to ask what people currently consider when they are planning future care and where they might go for information.



Priority Population - People with drug and alcohol use - As part of our wider Luminus team, the Combating Drugs Partnership Public Involvement continued to promote their survey asking if people are worried about their or someone else’s alcohol or drug intake. The idea behind the survey is to understand more about people’s barriers to information and treatment.



Priority 1

Measles: Together with partners SCC are working to encourage people to take up the offer of the Measles, Mumps, Rubella (MMR) vaccine, particularly in children and those aged 19-25 years. SCC have been running a digital advertising campaign targeted at parents, carers and under vaccinated communities. Posters were delivered to community and health settings. As well as amplifying messages through the media, social media and schools, GP practices in areas of lower uptake are also working to increase vaccination rates, all of which is being supported by the national catch-up campaign. Easy read leaflets were designed and delivered by outreach teams to specific communities. Targeted communications work is also planned, where we will be working with communities to co-design localised materials.



Promotion of Covid-19 spring booster vaccinations to eligible cohorts: This has continued and included digital and social media content to promote the offer across social media platforms, targeted to communities and areas of lower uptake, which are often linked to areas of health inequalities and our key neighbourhoods. This campaign is aimed at people in eligible groups and included activity aimed at people aged 75 years and over, those in care homes, and those aged 6 months and over with a weakened immune system.

Pharmacy First: Following the launch of the national Pharmacy First service at the end of January 2024, the Surrey Heartlands launched a local campaign to raise awareness of the new service and the seven conditions that pharmacies can now treat under the new service specification. The campaign included internal and external communications activity including social media, a media release and radio work to raise awareness and increase use of the service. The audience for campaign activity has been broad and will include a number of our Priority Populations. This campaign links to Priority 1 and disease prevention, with more support available in a community setting to aid earlier diagnosis and treatment.

Dental health: As Healthwatch Surrey continue to hear from people regarding problems with finding NHS dentists, they highlighted the launch of the government's NHS Dental Recovery Plan, as well as highlighting the NHS website link regarding dentists and also reminding people of their Helpdesk service.



Specsavers Surrey Youth Games: Target audience is Children and Young People in Lower Super Output Areas (LSOAs) in either the 1st, 2nd, 3rd or 4th deciles on the Income Deprivation Affecting Children Index (IDACI) domain. We conducted a promotion to drive registrations to the free offer of 6-8 weeks of activity training in Spring 2024 for Boccia, Swimming, Tennis, Girls Touch Rugby, Street Basketball, Judo, Dance, and the Run, Bike Row Challenge. All participants are beginners aged between 7-16. Sessions are running from April – June 2024 in 9 Boroughs and Districts in Surrey. To end of April 2024, we have received over 1000 registrations.

Friday Night Project: Target audience is young people aged 11 – 16 who haven't been able to access mainstream sport and physical activity settings before. The project is promoted via Email, Instagram, Facebook, Active Surrey Website and the Activating Your Community Newsletter. Each project also has their own FNP flyer that they promote across their networks and social media channels.

Step OUT to Step IN: Target audience is young people aged 11 – 16 who are at risk of offending or engaging in antisocial behaviour. Communications include email, Instagram, Facebook, Active Surrey Website, Activating Your Community Newsletter.

'Club 4' – School Holidays and Food: Target audience is children in school years Reception in receipt of benefits related free school meals (FSMs). The DFE has funded local authorities to run fully funded Holiday Activity & Food camps for children who receive FSMs. These camps – known as 'Club4' in Surrey – run in the Easter, summer and Christmas holidays and offer healthy food and fun activities for eligible children aged 4-16. Active Surrey are working with trusted and vetted activity providers to run the Club4 programme on behalf of Surrey County Council. The programme is communicated to service users via a voucher (email or text) through the Holiday Activities platform (via their school). This is received by the eligible parent/carer who can then access the booking system.

Surrey School Games / Sports Crew / Physifun / Active Play / First Steps to Leadership. Target audience is Surrey Schools KS1, KS2, KS3 and KS4. Aims to ensure people have a healthy weight and are active and serious conditions and diseases are prevented. These programmes are regularly promoted through social channels and school newsletters.

Health Resource Hub Refresh: Target audiences (primary/secondary) are – Health and Care Professionals and Volunteers; any professional in a resident facing role. Web content and navigation have been updated to enhance user experience. The aim of the hub is to firstly, upskill health and care professionals to understand the benefits and importance of physical activity to enable them to incorporate physical activity into more conversations with patients and clients, and secondly, provide resources and signposting to physical activities to help prevent and manage long-term health conditions. See [Professionals Resource Hub | Health | Active Surrey](#)

Female Activity Champions / Train to Gain: Target audience is females from minority ethnic groups plus other females that have barriers to participation. Flyers promoting sessions and opportunities were distributed, along with Whatsapp messages, attendance at community events, meetings with partners.

Hoarding Awareness Week: In recognition of May 13-17 being designated as national Hoarding Awareness Week, the May edition of the Surrey Matters resident newsletter featured a case study from a former hoarder, and promoted the support available to Surrey residents, including help with their mental health and the availability of Safe and Well visits from Surrey Fire and Rescue Service, acknowledging the increased fire risk. Awareness-raising was also through channels including social media and Surrey partners. It's estimated that more than 2% of the population exhibit some signs of hoarding, which at the extreme is recognised as a standalone mental health condition. Often arising as a response to stress,

depression or anxiety, hoarding can lead to greater ill health with rooms unable to be cleaned adequately - or even used for their intended function - and mental wellbeing impacted further.

Priority 2

First Steps to Support Phonenumber: The First Steps pilot in Guildford, Waverley and Woking has been promoted with new 'chatbot' technology to engage people with the phonenumber and highlight ways in which people can support their mental being. The phonenumber has also been promoted in community settings, through posters and outdoor stickers.



Right Care, Right Person: Right Care, Right Person (RCRP) was implemented by Surrey Police and with the involvement from local health and social care partners on Monday 22 April. RCRP is a national model being rolled out across the UK aimed at ensuring people with health-related concerns get the help they need from the right expert or agency and is used to triage incoming 999 calls to decide on an appropriate course of action, including whether to deploy police officers. RCRP considerations will only be applied to calls for service relating to adults and will not be applied to calls concerning a child (under 18 years old), or where a child is present. Surrey Police worked closely with local NHS Trusts, the ambulance service, and social care teams over the last few months to plan, test and implement this model, and will continue to collaborate as success is evaluated.

To support the implementation, communications were sent to partner organisations for internal cascade, external stakeholders were engaged with and informed of the process, and the news was shared proactively on Surrey Police channels through a media release, social media and website updates. Further communications will be considered with partners as required.

Baby Loss Support: Healthwatch Surrey presented an article on their website and on social media regarding the introduction of baby loss certificates for parents who lose a baby before 24 weeks. The article provided information on how to apply for these certificates. A series of papers in The Lancet - (<https://www.thelancet.com/series/miscarriage>) in April 2021 called for reforms around the care of those who'd had a miscarriage and in Healthwatch Surrey's Treatment of Pregnancy Loss report (<https://www.healthwatchsurrey.co.uk/.../Treatment-of...>) one of their suggestions was that all hospitals should offer commemorative certification for those who lose a baby before 24 weeks.



Coffee and Chat Events: With thanks to the Mental Health Investment Fund, [Surrey Youth Focus](#) continue to deliver their popular and highly valued [Coffee and Chat sessions](#) – training, learning and networking for practitioners, with topic-based sessions that offer input, practical strategies and signposting. Coffee and Chats are open to all professionals and volunteers supporting children, young people and families in Surrey, providing a multi-agency network that creates a diverse and dynamic learning forum as colleagues from Charities and Community Groups, Health, Local Authority, Education and Police come together. So far in 2024 there have been 2 events, one focused on self-harm underpinned by the lived experience of a young person who attended. The second was around emotionally based school non-attendance (EBSNA). The session was shaped to include understanding what EBSNA is and its causes, best practice, strategies and tools that help, signposting to further info and support, and opportunities to connect with others working in this space. Positive was received on the session “So, so useful. Always love these sessions and find them so informative.”

Students: On University Mental Health Day Healthwatch Surrey shared details about the day, some statistics, details of their signposting page with links to support and an ask for people to share their experiences.



Priority 3

Healthwatch Surrey highlighted the launch of the new Cranleigh Hospital Hoppa service, which offers door-to-door transport to and from a number of healthcare facilities, including Royal Surrey County Hospital. When Healthwatch Surrey had visited Cranleigh in October 2022, they heard about the difficulties some people were having getting to Royal Surrey County Hospital. Lack of affordable public transport options and the cost and accessibility of parking were proving to be very real barriers which Healthwatch Surrey shared with the Guildford and Waverley Alliance, so it was good to be able to let local people to know that this service was now available.

HWB Board Communications Group forward planning:

- **Summer Health – vaccinations, ticks, heat health**
- **Winter health**
- **Domestic Abuse**
- **Men’s mental health**

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