

Monthly briefing

Information correct as of 24 October 2024

Winter Ready campaign launches

Winter is a busy time for the NHS. More people need hospital care and services, flu and Covid-19 cases go up, and cold weather makes many health conditions worse.

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getting [flu and Covid-19 vaccines](#), and the new [RSV vaccine](#) for those aged 75 to 79, and pregnant people.

knowing how to get [urgent health advice and treatment](#), and which service to use and when (including pharmacies, GP teams, NHS 111, Minor Injury Units, Walk-in Centres, Urgent Treatment Centres, and keeping A&E and 999 for emergencies)

planning ahead for repeat prescriptions and keeping a well-stocked medicine cabinet for common illnesses which can be treated through [self-care](#) using the [NHS App](#)

People can have their say on the draft policy through an online survey. Alternative formats are also available. The draft policy and survey, which closes on 31 December, [can be found on Surrey Says](#).

Please share the [Surrey Says survey](#) as appropriate and like and share posts on [Facebook](#) and [X \(formerly Twitter\)](#).

Essential e-learning for professionals providing information or signposting

Have you completed our e-learning **Information and advice resources about care, support, health and wellbeing** yet? The course is part of our commitment to improving information and advice in health and social care settings.

It aims to help you understand and navigate what online information and support is available to help provide you with answers quickly and efficiently across a variety of subject areas, especially at key points in the care pathway and includes three animated videos using different people scenarios, which explain our strengths-based approach.

Feedback has been extremely positive from hundreds of staff and partners to date with 96% of people who provided feedback finding the course useful or very useful.

If you work for Surrey County Council you can access the course on Olive by searching for

If you are a professional from another organisation in the health and care system, or in an information provision or signposting role, we encourage you to complete the course to help provide consistency and quality in our information and advice offer to residents. You can access the course through Surrey Skills Academy. Go to surreycc.gov.uk/skillsacademyonline

If you have any comments or queries or need any help in accessing the course, please do not hesitate to contact us at ASC.engagement@surreycc.gov.uk.

New CQC Chief Executive appointed

Sir Julian Hartley will be the new Chief Executive of the CQC. He has been leading NHS Providers since February 2023 and has previously managed several organisations, including ten years at Leeds Teaching Hospitals. Sir Julian is skilled at helping organisations through difficult times, improving performance, and creating strategies, all while focusing on better care for people. He has a lot of experience in health and understands the importance of adult social care.

Surrey County Council signs the End Poverty Pledge

On 8 October 2024, the United Nations marked the [International Day for the Eradication of Poverty](#)

Thursday: Farnham
Friday: Merstham and Leatherhead
Saturday: Guildford.

These are drop-in events, so carers can visit anytime during the event hours. There will be free refreshments and giveaways.

For further information, please visit [Action for Carers](#).

Wellbeing and Community Responder Service

Mole Valley Life and Surrey County Council are piloting a Wellbeing and Community Responder service for Mole Valley Life Lifeline Alarm and Epsom & Ewell Community Alarm clients in Mole Valley, Reigate and Banstead, Epsom & Ewell, and Tandridge. The service aims to reduce 999 calls and provides wellbeing checks, comfort, and support for those needing emergency help. The service operates daily from 6am to 10pm.

For further information, please visit the [Mole Valley Life website](#).

Healthwatch Surrey Neurodiversity Report

Healthwatch Surrey has published a [report](#)

Sight for Surrey win visionary award for their community hubs

Sight for Surrey has won the Community Impact Award at the Visionary Awards 2024 for their Meet Up Catch Up community hubs, which support people with sight and hearing loss.

The hubs provide a space for people who are Deaf, hard of hearing, blind, partially sighted,

Current open Surrey County Council consultations

Find all [open Surrey County Council consultations](#) on Surrey Says.

Submitting an article for the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing

If you would like us to include an article on behalf of your organisation in the next edition, please email: ASC.engagement@surreycc.gov.uk

Please note that we are unable to include attachments when we circulate the briefing, so please ensure that any documents that you wish to reference are uploaded to your own

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You can unsubscribe from the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing by contacting us at: ASC.engagement@surreycc.gov.uk

Sharing the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing

If you would like to share the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing with other professionals, the latest edition is available from: www.surreycc.gov.uk/adultsbriefing