

WEST EWELL  
& RUXLEY



Newsletter 2014

**WERRA Annual General Meeting  
Wednesday 2 April at 7.30pm  
Epsom and Ewell High School (6th form block)**

**AGENDA**

Apologies for absence

**Speaker**

**Adam Worley**

**Borough Business Development Manager**

Approval of Minutes of AGM held 6 March 2013

Treasurers Report

Appointment of Independent Examiner

Chairman's Report

Election of officers (for 1 year)

Election of Committee members (for 3 years)

Reports from Councillors

Any other business

**ALL RESIDENTS ARE WELCOME**



## WERRA COMMITTEE

**President: Gordon Couper**

<b>Chairman</b> 020 8393 2630	<b>John Moffatt</b>	<b>117 Meadowview Road, KT19 9TT</b> <i>chair.werra@gmail.com</i>
<b>Vice Chairman</b> 01372 740602	<b>Keith Partridge</b>	<b>12 Mckenzie Way, KT19 7ND</b> <i>keith.partridge@live.co.uk</i>
<b>Secretary</b> 020 8224 9226	<b>Gill Smitheram</b>	<b>63 Heatherside Road, KT19 9QS</b> <i>gill.smitheram@ntlworld.com</i>
<b>Treasurer</b> 01372 740602	<b>Jan Partridge</b>	<b>12 Mckenzie Way, KT19 7ND</b> <i>janet.partridge@live.co.uk</i>
<b>Editor</b> 020 8224 8872	<b>Sheila Martin MBE</b>	<b>31 Chesterfield Road, KT19 9QR</b> <i>smm.mac@mac.com</i>

## WARD COUNCILLORS

<b>WEST EWELL</b>	<b>Jean Steer</b> 020 8393 6851	<b>3 Green Lanes, KT19 9TW</b> <i>jsteer@epsom-ewell.gov.uk</i>
	<b>Clive Smitheram</b> 020 8224 9226	<b>63 Heatherside Road, KT19 9QS</b> <i>csmitheram@epsom-ewell.gov.uk</i>
	<b>Lucie Dallen</b> 01372 732791	<b>12 Millais Way, KT19 9PF</b> <i>LDallen@epsom-ewell.gov.uk</i>
<b>RUXLEY</b>	<b>Jan Mason</b> 020 8397 0234	<b>62 Amis Avenue, KT19 9HU</b> <i>jmason@epsom-ewell.gov.uk</i>

**Jan Mason** is also your elected Surrey County Councillor for Ruxley, West Ewell and part of Court Wards. Through her, you can communicate concerns you have that are the responsibility of the County e.g roads, road maintenance, transport and lighting. Residents are kept informed about what is happening in West Ewell and Ruxley through our four monthly newsletter, which is distributed free of charge to every residence in each ward. She also represents the Borough as Chairman of Ruxley Police Panel.

**West Ewell and Ruxley Residents' Association (WERRA) began in 1956, so that the people of West Ewell could have an independent voice within the Borough of Epsom and Ewell.**

West Ewell and Ruxley Ward Councillors are four of the twenty six Independent Residents' Association Councillors in Epsom and Ewell and form the majority group in the Council Chamber.

We believe that:-

- local decisions about local issues should be made by local people, who do not have a political party agenda to fulfil, and are truly independent.
- you, the resident, should be able to tell us what concerns and affects you (and not just at election times).
- national party politics are not suited to addressing the wishes and needs of individuals and communities, and, as a result, Epsom and Ewell Borough Council has a unique place in the political landscape of the country.

We know that

- your local Residents' Association and elected Councillors will do their best to advise and represent everyone
- we can't promise that you will always get the results you want. Our Borough Council does not have power over issues managed by Surrey County Council, such as transport, roads and schools, or central government policies such as housing and building policy. But we can advise, campaign and speak on your behalf.

## CHAIRMAN'S NOTE

Welcome to the Spring Edition of the WERRA newsletter

A date for your diary – our AGM is on 2 April at Epsom and Ewell High School. This is an ideal opportunity for you to meet other residents, your local RA councillors and the WERRA committee. Please come along and talk to us about what matters to you in your local area. This event is not about recruiting volunteers (although any help residents are willing to offer the Association assistance is always appreciated!) it is about engaging with local residents. It would be great to see as many residents as possible, all are welcome.



There will be someone near the main gate to direct residents to the 6th form block.

I am pleased to confirm that Epsom's new business development manager (BDM) Adam Worley is our special guest speaker this year. Please come along and find out what is happening in Epsom and what the plans are for the future of our town centre and initiatives for the rest of the borough.

Local businesses play an important role in the prosperity of a community. Studies have shown that when you buy from an independent, locally owned business, significantly more of your money is used to make purchases from other local businesses and service providers - continuing to strengthen the economic base of a community. Local businesses tend to have a smaller environmental impact, they serve local needs and they create employment. They are usually owned by people who live in this community, are invested in the community's future, and help to preserve an areas distinctive character.

I am a firm supporter of using local businesses and try and "think local" whenever I can. It can be as simple as buying groceries from a local shop, using a local hairdressers, having a boiler fixed by a local plumber, having your car fixed at the local garage, or going out for a meal at a local restaurant or cafe. If we don't support what is on our doorstep we might not benefit from other local businesses developing. Think local - we would miss them if they were not here.

Looking forward to seeing you at the WERRA AGM.

*John Moffatt*

\*\*\*\*\*

## FUTURE MEETINGS

**Wednesday 2 April - Annual General Meeting -EEHS**

Wednesday 7 May - Webber Hall

Wednesday 4 June - Epsom and Ewell High School

all meetings at 7.30pm

Website: [www.werra-uk.org.uk](http://www.werra-uk.org.uk)

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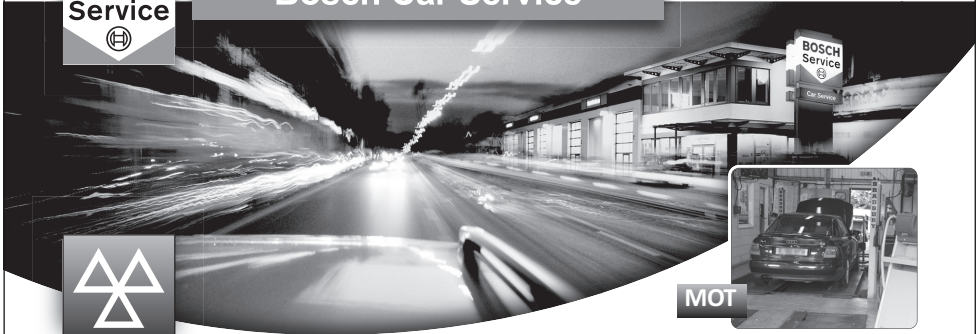
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## FROM THE SECRETARY

*It's not so long ago that I distributed our winter newsletter to our road steward and it is now time, in February, for our contributors to report on WERRA activities for the spring edition.*

*Our newsletter is a thrice yearly commitment and has been so for many years – not just when an election is due.*

This edition is being distributed a bit earlier than usual so that we give you sufficient notice of our Annual General Meeting on April 2nd at 7.30pm in the Common Room at Epsom & Ewell High School. The officers - Chair, Vice Chair, Secretary and Treasurer are elected each year whilst committee members (up to 6 per ward) serve for 3 years, standing down then unless they wish to be re-elected and continue – and some do!

We hope to see you there so that you can find out what your committee and Councillors having doing on your behalf as well as hearing from our speaker.

Thank you to those people who came forward to deliver our newsletters to roads where we did not have a road steward. With one of our committee taking on an extra road to the three they currently deliver to, we now find ourselves with a vacancy to deliver to the 40 homes in Godwin Close (off Ruxley Lane) . If you can do this three times a year then that would be very helpful. Please contact me.

On behalf of the committee I would like to thank Sheila Martin who compiles our newsletter and wish her a speedy recovery from surgery.

*Gill Smitheram Sec WERRA*

## WHAT'S HAPPENING IN WEST EWELL

### \* THE ANNUAL DUCK RACE

along the Hogsmill River, takes place on **Saturday April 19<sup>th</sup>** organised by Ewell Court RA.

This is a very enjoyable family event and WERRA will be participating with a stall on our side of the River!

### \* WEBBER WEDNESDAYS!

**Monthly Mini Sales**, organised by members of All Saints Church, West Ewell, (Fulford/Church Road) started in January and will be held on the last Wednesday of each month in the Webber Hall, (the small hall) from 2.30-4.30pm.

Sale items include Bric a brac, puzzles and paperback books.

This is also an opportunity to meet other local residents over a cup of tea or coffee.

Come to the Ewell Court Residents' Association...

# DUCK RACE

Stalls & food from 12 noon  
Duck sales & registration by 1pm  
Race starts at 2pm

In aid of Epsom Hospital Children's Ward

**Saturday 19<sup>th</sup> April 2014 from 12 noon**

Buy your duck, decorate it if you wish and see it race along the Hogsmill. Ducks and entry forms available from Ewell Court Post Office (179 Kingston Rd) & Smiths Newsagents (12 Ruxley Lane). We will also be selling/registering ducks on the following dates:

**Fri 14<sup>th</sup> March at Sainsbury's, North Cheam 10am -2pm**  
**Sun 30<sup>th</sup> March at The Ashley Centre, Epsom 10.30am - 3pm**  
**Fri 11<sup>th</sup> April at Sainsbury's, Kiln lane 10am - 2pm**

Cost £2 each. Ducks must be registered by 1pm latest on the day of the race (tent near stepping stones starting line). Prizes awarded to the first six winners & three best dressed ducks! Food & ice creams available. For more details call us on the Duckline 07914 670 182 or visit [ewellcourtra.org](http://ewellcourtra.org)

Come and watch us race!

Ducks can be bought & registered on race day!

Organised by Ewell Court Residents' Association  
Terms & conditions apply

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## WEST EWELL

Councillors Clive Smitheram, Jean Steer and Lucie Dallen

*The dreadful weather over the last 2 months has really highlighted a number of issues that have dominated our time.*

- *Many trees have been toppled by heavy winds.*
- *Roads that were beginning to cause concern are now degrading rapidly and remedial work is urgently required.*
- *Bad and continued inconsiderate parking on verges, now that everywhere is sodden, reveals as mentioned several times in past magazines the damage and impact on our visual environment.*

Our thanks to the Council workforce for their efforts in dealing with the many trees in a timely prioritised manner. They have been inundated and have coped well.

A 'condition' survey of all our **roads and kerbs** has been carried out and reported to Surrey County Council. Your RA Councillors, both Borough and County, will continue to address the urgent need of repairs and maintenance.

There is currently a trial being carried out in Ewell Court Ward to deal with 'Verge Parking' and hopefully at its conclusion we will be able to utilise the necessary legislation in West Ewell and Ruxley.

It is evident that **Longmead Road between Hollymoor Lane and Chessington Road** has become a favoured commuter parking spot with up to 17 vehicles parking Monday to Friday during the working day and occasionally a commercial vehicle overnight. Although this stretch of Longmead Road is in Court ward it leads to the very busy roundabout at Chessington Road, especially between 7-30am - 9-30am and 5pm - 7pm. Parking here creates congestion and safety issues particularly as it is also a very busy pedestrian school route. We have raised our concerns with SCC through Cllr. Jan Mason. Surrey Highways have been informed and a meeting between SCC, Surrey Police and Borough Councillors has been arranged.

Sadly it appears that yet again non local residents have an impact on our area.

We have received several emails and telephone calls regarding '**Commuter Parking**' in the roads adjacent to West Ewell Station and further along Chessington Road. The consequence of this parking is to cause inconvenience, obstruction and sometimes road safety and emergency services access problems.

Suggestions by local residents to address this growing problem range from 'Educating motorists', using 'Parking enforcement legislation ( yellow lines) and even 'Residents or Controlled Parking Zones'. Your Councillors would welcome your views.

Following the item in the last newsletter in regards to **traffic matters around Danetree School**, we are sorry to report that there has been no improvement in the behaviour of a minority of people collecting children. Further meetings with Surrey Police Casualty Reduction Officer and the school are currently taking place.

There have been several responses to the use of **Richards Fields** car park.

We carried an audit (3 times per day) for two weeks of vehicle parking and have passed the results to the Council together with comments made. There will be a local consultation prior to any decision being made.

**ALL SAINTS CHURCH COMMUNITY CENTRE**  
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For further information and details contact:-  
**Hall Manager - Peter Turner, Tel 020 8393 2723**

**The Epsom Show 2014**

Saturday April 26<sup>th</sup>  
10.00am—5.30pm

Sunday April 27<sup>th</sup>  
10.00am—5.00pm



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[www.eemrc.org.uk](http://www.eemrc.org.uk)

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or

Gill Smitheram (020 8224 9226)

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Small Ad - £20

**Special Rates for Block Bookings**



**RUXLEY**  
**Councillor Jan Mason**

**Cox Lane BMX/Skate Site**

This facility is due to be officially opened on 9 April. Following requests from young people a few minor adjustments have been put in place (ie steps up to high section of ramps etc). It is being well used and enjoyed by our young residents.

**Pemberley Chase Playground**

It has been necessary to remove some equipment from this playground, which was installed about 18 years ago. Officers are looking into possible replacement equipment, together with costings. Councillor Mason is proposing to use some of her county allowance to put in, possibly, a double swing for the young children. She is hopeful that this project will be up and in place by the summer holidays.

**Traffic -- Chessington Road and Ruxley Lane Junction**

Following several complaints from local residents about drivers misusing the forecourt of the Jet Garage Councillor Mason carried out a survey between 8 and 9am. She witnessed:

- Thirty three cars driving in the middle lane from Hook Road Arena to the the traffic lights at Ruxley Lane and then, after turning right into Ruxley Lane, they turned left into the garage forecourt, drove round past the pumps and exited into a "Keep Clear" stretch on the Chessington Road. By doing this, they had jumped the long queue of traffic from Hook Road Arena to Chessington. This thoughtless action may have saved these drivers a few minutes BUT caused huge tailbacks for other traffic. Councillor Mason has contacted SCC with the information and asked for their advice on what can be done to stop this dangerous manoeuvre.
- Parents dropping off their children to go to school. A busy garage forecourt is not the place to do this. There are lay-bys nearer the school where they can pull in and drop off the pupils safely.

**GREEN SLEEVES GARDENING**

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# West Ewell

# Evangelical Church

[www.weec.org.uk](http://www.weec.org.uk)

## Activities for Children and Young People

*Phone or email for details*

### Young People (11 years to teens)

**"M8s":** Alternate Wednesdays 6.30pm

### Children

**KidZone:** Sunday Mornings 10.30am

**KidZone Games Club:** Alternate Wednesdays 3.30pm

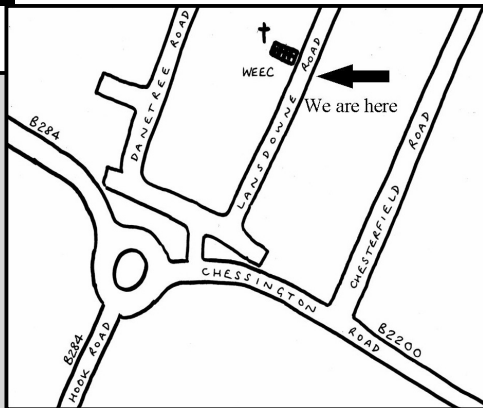
**Sunday Worship**

**10.30am**

**Sunday evening prayer meetings**

**6.30pm**

Lansdowne Rd. West Ewell, KT19 9QJ  
tel: 020 8394 0659 email: [contact@weec.org.uk](mailto:contact@weec.org.uk)



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## BOROUGH MATTERS

### Gypsy and Traveller Sites

*The national planning policy requires local authorities to identify the scale and then meet the accommodation needs of their local Gypsy and Traveller communities through the Local Plan process. This policy now rests with the Borough Council to identify and meet the needs of our Gypsy and Traveller communities.*

It is important that our Residents understand that we have no option but to look at the proposals through our Planning Policy Committee and this will be done when the full report is available possibly in May..

It is very important to note that this Borough already had two Gypsy sites and this will form part of the response we will give to any consultation process.

**No decision** has yet been made and please rest assured that a full, open consultation will take place on this very contentious issue and your local Councillors will report in full your comments.

### Horton Country Park

Recently Cllr Mason arranged a visit with Stewart Cocker EEBC's Countryside Manager and a local resident to inspect the Butchers Grove area. She admits that it does look like the Everglades but, as you may know, the Old English definition of Horton is "common place name meaning muddy farmstead". Following the visit, she arranged to meet with Heads of Operational Services, The Ranger Service and Grounds Maintenance.

They are drawing up a list of possible solutions, some of which will need considerable financial support.

### Do you know:

- You can get your toe nails cut at Longmead Social Centre by an experienced and trained podiatrist at a very reasonable price. This service is for any age group and is managed by Age Concern Epsom & Ewell. It can include people who have diabetes or who are taking Warfarin and can give advice on Diabetes foot care.
- The Wellbeing Centre, based also in Longmead, is available if anyone is in need of information about help for the elderly to stay in their own homes. There are various items available to help, (handrails, community alarms etc.). A visit to the Centre may prove helpful with other information on care and well-being. Well worth a visit.
- The Council has two Social Centres, The Longmead and The Wells that have nutritional meals cooked on the premises and a variety of classes and interest groups. There is a Hearing Aid Clinic held on the 2nd Friday of each month. If you live alone, why not visit the Centres for company and relaxation. Route Call buses are available (at a cost) if needed. Contact Cllr Jean Steer for further information on 020 8393 6851.

### Healthcare clinics in Epsom's Ebbisham Centre

Many patients who use these clinics are delighted that the services have returned after being axed last year. The centre is now being run by a new provider Epsomedical Group but with many of the same clinicians, including ex-Edics sister Anita Webb. With the exception of day case surgery and podiatry services, which make regular use of x-ray and will therefore continue to take place at the two hospitals, all other services Edics used to run are now back at the Ebbisham Centre, Derby Square, Epsom. Contact: Cllr Jean Steer.

# WHEN ADVICE & SERVICE MATTER

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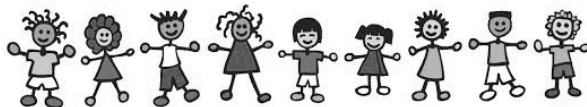
## Easy Buy Appliances

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## LOCAL SCHOOLS PROPOSAL



*Surrey County Council has consulted over the last few months on the following:-*

1. That West Ewell Infants & Nursery School, Ewell Grove Infants & Nursery School and Danetree School become all through primary schools admitting pupils from 4-11 years of age.
2. That associated building projects are commissioned, funded and managed by Surrey County Council to provide the appropriate infrastructure to support this change in all three schools.
3. That additional primary school places are created as part of this re-organisation in order to meet the future demand within this part of Epsom and Ewell.
4. The timescale for effecting this change to the pattern of provision will be a staged process beginning in September 2015, the conclusion of the proposed changes being fully implemented by September 2022.
5. The overall nursery/pre-school provision across the planning area will not be reduced as a result of this process.

### **The Final Decision**

The responses to the statutory notices will be analysed and a report prepared for the County Council's Cabinet Member for Children and Learning who will make the final decision whether or not to approve the Ewell Primary Schools re-organisation.



### **EPSOM AND EWELL SPORTS AWARDS 2013**

The awards evening took place on 16 October 2013 at Epsom Downs Racecourse. The ceremony recognised the Borough's local sporting talents and achievements as well as rewarding local volunteers, coaches and clubs. [Epsom Downs Racecourse](#) are headline sponsors of the Epsom & Ewell Sports Awards 2013.

## **SURREY COUNTY COUNCIL**

### **Councillor Jan Mason**

#### **Highway**

Improvements to the management of highway work have recently been introduced by Surrey Highways including:

- requiring utilities to pay for a licence to dig up the road, the money being used to fund an inspection regime of the work undertaken and reinstatement made. It will also enable better co-ordination of highway repairs.
- moving from a 24 hour to a five day response for non-emergency pothole repairs. The aim is for a more ‘considered’ repair job rather than a quick fill with a lump of tarmac.
- more frequent inspection and cleaning of gullies which have a propensity for being blocked rather than annually working through all gullies on a rotational basis.

Good news, but why has it taken so long for SCC to introduce these simple but important measures?

#### **Phase 7 TROs**

In December the Local Committee passed most of the proposals including reducing slightly Vernon Close. However, as residents of Belfield Road had raised several issues which will need looking at, the committee did not support the proposals for that road. Residents will be consulted before new proposals are put forward for Phase 8. Councillor Mason cannot yet give a date when the yellow lines will be laid, but is pursuing this with the new Highways Officer.

#### **New Youth Centre in Epsom**

As Chairman of the SCC Youth Task Group I am pleased to announce that a new centre (replacing Lintons Lane) is about to open (end of February).

This will be a wonderful new facility for our young residents and is in the centre of Epsom.

#### **Plough Road Extension**

Following residents’ justifiable complaints that SCC had not resurfaced their part of the road when the rest was done, I have received a quote and have agreed to fund it out of my County Allowance. Hopefully this will be completed later this year.

#### **Health and Wellbeing Information**

Do you live in Surrey? Do you need to find out about care, community and health information and support available in your area? SCC has a website providing information on services, activities and organisations to support you, tips on benefit entitlement, help at home, health conditions, leisure information and much more.

[www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

#### **Population Statistics and Census Data**

Are you interested in information or census data on population, age, health occupational characteristics in Surrey or in the ward where you live. You can access such information and local area profiles on the **Surrey-I** website

#### **Zigzag Lines**

Following a campaign by Residents’ Association County Councillors SCC has finally made the zigzag lines outside our local schools legally enforceable. They have been unenforceable for several years following mistakes in their design and implementation. These are safety measures to protect our children and now anyone parking on the lines can expect a fine by way of a fixed penalty notice.

## SCC Council Tax Decision

*(The conservatives at) SCC have agreed to a 1.99% increase in council tax for 2014/15. As part of the plans they will also be using £26 million from reserves to balance the books.*

In a surprise move the County Council's Chief Finance Officer has also insisted upon the creation of a task group to monitor the Cabinet's savings and efficiency plans as past experience has shown that these are not being met. In 2013/2014 for example only £1 million out of £15million savings identified for a project within the Adult Social Care budget was achieved.

### Fire and Rescue Service

*SCC recently consulted on a revised Fire and Rescue Plan which will confirm the decision to remove one appliance from the Epsom Fire Station and locate a new one-appliance Fire Station in Banstead High Street.*

Residents' Association County Councillors have opposed the scheme as it will lead to increased call out times to fires in the Epsom area. Under the proposals the response time for the first appliance increases from 5 minutes 58 seconds to 6 minutes 13 seconds.

More concerning is that the response time for a second appliance is increased from 6 minutes 44 seconds to 12 minutes 17 seconds. Since two appliances are required before any rescue attempt from a building can take place, the delay in arrival of the second appliance could be critical.

### London Buses to go Cashless

*Transport for London (TfL) has announced that it is to stop accepting cash fares on London buses from summer this year. This means that anyone using a London bus will have to pay by contactless payment card, oyster card or by using concessionary tickets.*

This decision will affect Epsom and Ewell residents who use London buses which travel in and through Epsom. For example:

*166	Epsom to West Croydon	*293	Epsom to Morden
*406	Epsom to Kingston	*418	Epsom to Kingston
*467	Epsom to Hook	*470	Epsom to Colliers Wood



Residents Association Councillors responded to the consultation on this proposal by calling on TfL to increase the number of outlets selling oyster cards in Epsom and Ewell, to put in place procedures to assist young people and the vulnerable who may be without/ have lost their card, and to publicise the changeover in good time so that passengers are prepared.

Those concerns have been noted, as TfL have announced:

- A review of the Oyster Ticket Stop network to see if additional locations can be identified.
- Refreshed guidance for all 24,500 London bus drivers to ensure a consistent approach is taken when dealing with vulnerable passengers.
- A public information campaign to increase awareness of contactless payment cards and oyster pay as you go.

## SCC 5 Year “HORIZON” Programme

At a recent meeting, SCC officers updated me on the programme for my Division. I am now told that the following roads will be resurfaced in the coming year: Scotts Farm Road, Poole Road, Alway Avenue, Gadesden Road, Crosslands Road, Daleside Road, Jasmin Road (from Ruxley Lane to Lavender Road) and Nightingale Drive (from Chessington Road to Poplar Crescent). I am pushing for Gatley Avenue to be done in Year 3, when all the disruption and work on the Kingfisher Pub/Tesco Store is complete.

At Full County Council Meeting on 10 February, SCC announced that they were holding up the programme to deal with more urgent issues such as the flooding in Surrey. I have also been told that there is a hold on repair of potholes. This appalls me, as there are numerous defects in my Division which I have reported. Those on the main roads such as Ruxley Lane and Chessington Road need action as soon as possible.

### Verge destruction

I have so many complaints regarding cars, vans and lorries driving up on grass verges and reducing them to mud, which overflows on to the pavement. Residents (young and old) find themselves walking through mud. I am hoping that residents (drivers) who are regularly doing this will reinstate their own verges when the weather improves. I do not have funding to reinstate and possibly put in posts in all these locations. If everyone looks after the verge outside their home, our area will look beautiful when Spring eventually arrives.

Residents in the Gatley Avenue area will be pleased to hear that the Highways Engineer is writing to Tesco asking them to repair verges which have been ruined by their lorries in the recent building work to convert the Kingfisher Pub to a retail store.



\*\*\*\*\*

### OYEZ, OYEZ, OYEZ

I was very pleased and proud to be asked (perhaps because of my stature and voice!) to take on the role of Epsom and Ewell Town Crier at various Christmas events in the Borough.

My wife, Gill created a costume and with a gold trimmed tri-corn hat and bell I really felt the part and hopefully encouraged people to join in the celebrations.

*Clive Smitheram*

*Do you think Epsom and Ewell should have  
a Town Crier?*

## POLICE

A **Safer Neighbourhood Team** mixes the skills of specially trained Police Constables (Neighbourhood Specialist Officers) with those of Police Community Support Officers (PCSOs). The team is fully supported by response officers, detectives and other Surrey Police officers. Together they ensure that your neighbourhood is policed around the clock.

**Your Neighbourhood Officers (All can be contacted by dialling 101)**  
**Website - [www.surrey.police.uk](http://www.surrey.police.uk) for local information, meeting dates etc.**

### **Epsom and Ewell West (WEST EWELL)**

PC 4667 - James Lampard  
PC 40618 - Chris Wollacott  
PC 40382 - Laura Evans  
PCSO 14179 - Simon Tillman  
PCSO 14786 - Emma Davies

### **Epsom and Ewell North West (RUXLEY)**

PC 40016 - Julie O’Riordan  
PC 14797 - Oliver Wright

### **Keep out the burglars**

During their patrols the police have noticed....

- **Open windows!** Many houses with open windows are allowing easy access to the property.
- **Keys are being left in locks!** If an offender gains access to a property by way of smashing a side window or reaching through an open window next to the back door the offender has immediate access by unlocking the door.
- **Insecure porch doors!** Outer Porch doors are not being locked. This allows an offender easy access to the inner front door of the property allowing them to conduct their business without raising awareness from passers by.
- **Lock your side gates!** Most importantly, lock your side gates to your properties. This is the current method of entry being used for the most recent burglaries in our area. The offenders have simply opened the side gate, gained access to the rear of the property and either smashed a rear window or used an open window to gain entry.

### **Cold Calling Security Companies**

Surrey Police have recently received a number of reports of security companies cold calling residents via telephone in order to sell them products. Some of these companies are informing the police that they are operating in the area – this does not mean that the police are approving their sales practices or their products. Because they have informed the police they are then telling residents they are working with the police – this is not the case. There is no explicit law against cold-calling by telephone as a means to market a service or product. However, there are rules in place about how companies can use this practice.

Please do not be bullied into buying something from a hard sale. Our advice would always be to do your own research and get a least three quotes from reputable companies. Do not buy off of the first company that contacts you.

**ANY suspicious activity should be reported to  
Surrey Police on 101 (or 999 in an emergency).**

**TRANSCRIPT OF A TALK GIVEN BY JANET HOLAH, CHAIR OF  
SDCCG (SURREY DOWNS CLINICAL COMMISSIONING GROUP)  
NOVEMBER 2013 AT BOOKHAM RA AGM**

“If you listen to the news and read the newspapers, anyone would think that the NHS is doomed, I do not share this view. There is a future for the NHS but there will need to be some major changes. In its current state, there are too many general hospitals and not enough money. People are living longer and treatments have advanced tremendously over the years, which is great for us. This, consequently, dramatically increases the demand for the services of the NHS. Added to this there are those who make lifestyle choices which have health consequences, e.g. smoking, drinking, obesity. These three activities alone account for an increase in lung cancer, liver problems, high blood pressure, coronary heart disease, diabetes, arthritis and other problems.

All patients, including me, expect the best treatment at all times and we have certain rights given to us under the NHS Constitution. However, along with rights come responsibilities.

There are many ways in which patients can access NHS services and it is the patient’s responsibility to access the right service at the right time. Too many people default to the local A&E, bypassing many services which could, and should, have dealt with the problem, eg. GP, pharmacist, NHS 111, and even self care.

In fact the majority of people who turn up at A&E have had neither an accident nor are they an emergency!

Current plans are to introduce an Urgent Care Centre which will triage those who turn up at A&E to the most appropriate service. These plans are in the early stages as far as Epsom Hospital is concerned but it will take some of the pressure from the A&E department so that they can treat those who really need those services.

Hospital consultants are more specialised now. Gone are the days when a general surgeon would take out an appendix one day and fix a complex broken limb the next. You would not want to see a general surgeon who only saw a couple of cases per year for your particular complaint. You would want to see a specialist and go to a specialist centre and that can mean travelling to a hospital which is not your local one. This already happens as there are clinical networks in place.

If you have cancer, you would want to be at The Marsden. If you have a serious heart condition, the paramedics would take you straight to St George’s. This is also a stroke centre and the trauma centre for this area where all really serious accidents are taken. All of this is good news for the patients as you will see the very best people in their respective field and they will have all the latest equipment at their disposal. Patient outcomes at these centres is better than it has ever been.

Hospital services are expensive and the aim is to deliver more care, where appropriate, out of hospital. Plans are already underway at the Clinical Commissioning Group and this will become more evident in due course as they introduce more care in community hospitals, increase the use of the virtual ward, and introduce more step up, step down beds.

**Now to Better Services, Better Value.**

You will no doubt have heard that Surrey Downs GPs have voted not to continue to participate in the process and to develop a solution which has a local focus and takes account of the needs of the local population and the Clinical Commissioning Group is working closely with Epsom Hospital and other local partners in order to increase clinical standards.

However, this does not mean that Surrey Downs is immune from the effect of the continuing BSBV deliberations. Epsom Hospital is still part of the Epsom St Helier Trust which spans both south west London and Surrey so whatever they decide for St Helier will impact on us. In fact, any changes undertaken in any of our neighbouring areas always have an impact.

**NHS 111.** This is a service which was launched in April and which, in this area, is operated by South East Coast Ambulance Service who have knowledge about all the available local services. It offers advice to callers who are not sure where to go to obtain the correct treatment. The operators are fully trained and will immediately establish the seriousness of the condition and if in their view it needs an ambulance then one will be despatched without delay. If it is not serious, then they will either ask a doctor to call back or will advise what to do. If an appointment is required, they can often make that for you. I have personally had to use the service for my husband and we can both vouch for its effectiveness.

**Epsom A&E.** There are many misconceptions about the A&E department at Epsom, primarily calling it A&E in the first place, since if you go to Epsom Hospital's A&E and it turns out that you require emergency surgery, for example, you will be transferred to St Helier as there is no emergency surgery service at Epsom. They can, of course, admit ill patients who do not require emergency surgery. This department is, therefore, basically an Urgent Care Centre but offering somewhat more than an Urgent Care Centre usually would; however, not as much as a full A&E.

As I have already said, the Ambulance Service will not necessarily take you to the nearest hospital if they deem it necessary to take you to a specialist centre.

Travelling further is not necessarily an issue as the paramedics these days are clinicians in their own right and commence stabilising patients before they take them to hospital. You may sometimes see an ambulance at a neighbour's house or at the scene of an incident and, although they have the patient on board, they don't go speeding off. They are not having a cup of tea in the back – they are commencing some of the procedures that would, in the past, have been done on arrival in A&E.

If a heart attack is suspected, they would initiate treatment and then transport to St George's where they would bypass A&E and take you straight to the catheter lab.

Gone are the days of ambulances simply scooping people up and delivering them to the nearest hospital. Paramedics are far more than the ambulance drivers of old.

This is one of the most significant advances of recent years that has improved patient outcomes; in effect the A&E department comes to you.

**Pharmacists.** Not many people think of asking pharmacists for advice when it comes to their health – you should! They have studied pharmacology to degree level and have a great deal of knowledge about medical conditions and the drugs used to treat them. They all have a small consulting room so you do not need to discuss your private health matters in the public area of the pharmacy. They are a very much underused resource and should be called upon to advise when it comes to minor complaints. They will also let you know if they feel that a GP appointment is necessary.

**GPs.** People often bypass GP surgeries and head straight for A&E in the belief that they will be seen sooner and receive better service. However, if you go to A&E with a minor complaint and more urgent patients come in after you, you will not be a priority so could wait a very long time. I think that the reason for defaulting to the hospital is also partly a misconception that it is difficult to obtain a GP appointment.

This was certainly true for a while when the GP contract was changed in 2004 but that has settled down now and GPs appointments are easier to come by. GPs are able to deal with the majority of the complaints that turn up at A&E.

There is, of course, another option and that is *self care*. For example, if you have a streaming cold, take paracetamol and go to bed. Taking the germs to the GP, who will only tell you to go home, take some paracetamol and go to bed, is taking up an appointment that a more needy patient could use. Colds will not receive treatment at the GP surgery so it is a waste to go there.

There are several minor complaints that could be treated at home without taking up the valuable resources of the NHS.

Make sure that you keep a suitably stocked first aid kit and that will sort most minor problems. Basic first aid courses are also a good idea.

**Missed appointments.** Many patients make appointments to see their GP – or have hospital appointments – and for whatever reason, they do not turn up. It could be that they feel better and no longer need the appointment, which is fair enough, but it is important that the appointment is cancelled so that it can be offered to someone else. Missed appointments account for millions of pounds nationally per annum - money that the NHS can ill afford to waste.

The NHS is a wonderful organisation and is always there for anyone and everyone whenever it is needed, free at the point of contact. However, it must not be abused.

Sensible and thoughtful use of this precious resource will mean much better services for all. Let's not take the NHS for granted!"

© Janet Holah

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## OTHER LOCAL RESIDENTS ASSOCIATION EVENTS 2014

### **Stoneleigh and Auriol (SARA)**

8 June. Fun Day on the Broadway,

5 December - Lights on Broadway

### **College Ward.**

1 June - "Big Lunch".

### **Ewell Court**

19th April - The Duck Race

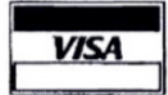
### **Cuddington**

28 June Fun Day





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