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Welcome!

Welcome to the very first edition of your Patient Participation Group (PPG) newsletter. We hope you find this new way of keeping you informed on what is happening at the Clinical Commissioning Group (CCG) and sharing news of what other PPGs are doing in their surgery engaging and informative.



Christine Reid, OBE
Lay member, patient and public involvement

I have been involved in health related roles for over 30 years and have learnt a lot about the importance of keeping you, the patient, informed and involved with your local surgery, and also aware of the work that we do here at the CCG.

Being part of a PPG helps you to understand the concerns, priorities and challenges facing your surgery as well as the bigger picture in Wiltshire. The CCG considers patient participation groups a core building block in how they will work in partnership with patients, carers and the public, in designing and delivering healthcare services that meet the needs of our local people.

PPGs are a vital and valuable part of local GP practices and I am looking forward to seeing many of you at our next annual PPG event in October, and hearing about the fantastic work that you do within your surgeries.

Best wishes, Christine

Meet our new Interim Chief Officer – Linda Prosser



Linda Prosser has joined Wiltshire Clinical Commissioning Group as Interim Chief Officer. She joins the CCG from NHS England South West where she was Director of Assurance and Delivery.

Linda is delighted to join Wiltshire CCG and said: "This is a very strong CCG with a good track record that is well placed to rise to the challenges facing the health and care system in the next few years."

Linda will be in post while the appointment of a shared leadership role across the CCG and Adult Social Care at Wiltshire Council is being recruited. [More info...](#)

Date for your diary: second PPG annual event

This year's PPG event will take place on Thursday 12 October 2017 from 10am until 2.30pm, at the Corn Exchange in Devizes.

Patient participation is a unique partnership between patients, GPs and their practice. This event provides a great opportunity for you to meet other PPG members where you can hear about what's happening in their surgery and share your experiences.

We look forward to seeing you at this year's event. If you have any suggestions on what you would like to see or hear about at the event, or if you would like to 'showcase' your own PPG's work, please email Tracy Torr: tracy.torr@nhs.net



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More information on this event will be coming to your surgery soon.

Chairman of Wiltshire CCG to step down



Dr Peter Jenkins, Clinical Chairman of Wiltshire CCG is to step down from his role at the end of September following a two year term.

Dr Jenkins said: "Much has changed since I began my clinical career a number of years ago, but what remains unwavering, regardless of what job people do within the NHS, is the commitment to delivering the best possible service, where the patient is at the centre."

In line with the CCG's constitution, an election for a new Chairman will be held amongst the CCG's membership practices.

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Sustainability and Transformation Plan

Health and care service providers and commissioners are working together across Bath and North East Somerset, Swindon and Wiltshire to develop a Sustainability and Transformation Plan (STP).

The plan will set how services across the region will work together over the next five years to:

- Improve our collective population's health and wellbeing
- Improve service quality
- Deliver financial stability

Visit our [STP website](#) for more information, including a short animation film about STPs.



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Around the clock healthcare in Wiltshire this summer



- ✓ Advice on how to stay well during the summer
- ✓ Tips on treating a number of minor illnesses and injuries

NHS Choices

- UK's biggest website: www.nhs.uk
- Local Wiltshire advice is available at: www.yourcareyoursupportwiltshire.org.uk

- ✓ Insect bites that cause a serious allergic reaction
- ✓ Tick bites that cause a circular rash spreading from the bite site
- ✓ New moles appearing or existing moles changing shape, size or colour
- ✓ Conditions that can't be treated with over the counter medication or advice from a Pharmacist

GP

GP out of hours

- Deal with a range of health problems and also run clinics and carry out simple surgical operations
- Most GP surgery services are available 8am - 6.30pm
- The GP out of hours service is available 6.30pm - 8am and all day at weekends and bank holidays. Call your GP surgery to access this service

- Medicine experts who can provide advice on common ailments
- See your pharmacist at the first sign of illness before it gets more serious

Pharmacy

- ✓ Sunburn
- ✓ Hayfever
- ✓ Insect bites
- ✓ Aches and pains
- ✓ Skin rashes

- ✓ Stroke
- ✓ Persistent, severe chest pain
- ✓ Breathing difficulties
- ✓ Severe bleeding
- ✓ Severe burns or scalds

A&E

- Provides emergency care for people who have a life-threatening illness or injury
- Available 24 hours a day, 365 days a year
- **Only use an A&E service in very serious or life-threatening situations**

NHS 111

- A free non-emergency phone service
- Available 24 hours a day, 365 days a year
- Trained call handlers to help you

- ✓ Medical help and advice that is not an emergency
- ✓ Advice about which NHS service to use
- ✓ Information and support about what to do next

Walk-in centre

- Treats non life-threatening minor illness and injuries
- Run by experienced clinicians who will see you on a first-come, first served basis. You don't need to book an appointment
- The local service is Salisbury Walk-in Health Centre, Avon Approach, SP1 3SL. The centre is open:
Mon - Fri: 6.30pm - 10pm
Sat - Sun and bank holidays: 8am - 8pm

- ✓ Insect bites
- ✓ Sunburn
- ✓ Stomach upsets
- ✓ Infection and rashes
- ✓ Bruises and scratches
- ✓ Emergency contraception

- ✓ Insect bites
- ✓ Sunburn
- ✓ Sprains and strains
- ✓ Infection and rashes
- ✓ Bruises and scratches
- ✓ Broken bones
- × Heat exhaustion
- × Allergic reactions
- × Chest pain
- × Breathing difficulties
- × Stomach pains
- × Pregnancy problems

Minor injuries unit

- Treats non life-threatening minor injuries
- Run by experienced nurses who will see you on a first come, first served basis. You don't need to book an appointment
- The local MIUs are in the community hospitals at:
 - Chippenham, Rowden Hill, SN15 2AJ
 - Trowbridge, Adcroft Street, BA14 8PH

Both services are open 7am - 11pm

Around the clock healthcare

Don't let finding the right healthcare advice cloud your summer.

We are helping people make the right decision about where to go for healthcare treatment over the summer months with a useful 'Around the clock healthcare' signposting tool.

We recognise that knowing which service to access for healthcare advice and treatment can be difficult with so many services available to choose from.

The healthcare clock will help people make the right decision quickly about where to go for healthcare advice and treatment this summer.

A poster will be displayed in your surgery soon and there is also a downloadable copy on the CCGs website.

Download your copy now and put it on your fridge or place in your bag to help you make the right decision about which healthcare service to use.

Follow us!

Find out more about our health campaigns by following us on:



[@NHSWiltshireCCG](https://twitter.com/NHSWiltshireCCG)



www.facebook.com/NHSWiltshireCCG

Or on our website:



www.wiltshireccg.nhs.uk

Have you seen our Missed Appointments Campaign?



GP appointment?
Can't make it?
Don't need it?
CANCEL IT!

Forgotten something?!

Forgetting to cancel your GP appointment if you no longer need it prevents someone else from being seen.

Ask your GP's receptionist about the best ways to cancel an unwanted appointment and make sure they have your up-to-date details.

NHS
Wiltshire
Clinical Commissioning Group

Based on an original ideal by NHS Leeds West CCG

We know people forget things, cancelling GP appointments being one of them.

Known as 'Did not Attends', more and more patients are missing appointments across Wiltshire's GP practices and this has a huge impact on the local health economy, prevents other patients from being seen and wastes the time of ever-stretched doctors and nurses.

Help us to spread the word, by reminding your friends and family to cancel their GP appointment if they no longer need it.

Can't make it, don't need it, CANCEL IT!

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Showcase your PPG!

This is to be your newsletter, and we want you to find it a valuable and reliable source of information.

We also want you to share the great work you are doing at your surgery so we can promote it here with articles on how your PPG is working in collaboration with its practice to help make a difference to the experience that patients have when they visit your surgery. If you also have a question you want to ask other PPGs, send it in and we can put it in the next edition of the newsletter which is due out in October.

We know that all PPGs are unique and get involved in different activities within their surgery, including delivering change; designing local surveys, and helping patients take responsibility for their own health through health promotion, education and raising awareness.

Send your good news stories, information and questions to Tracy Torr, Communications and Engagement Officer: tracy.torr@nhs.net

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Contact us

Got a question about the newsletter, or want to submit an article? Contact: tracy.torr@nhs.net

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And finally...

Thank you to everyone who is involved in your PPG. The time you give is much appreciated, by both the Practice and the CCG!

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