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Welcome!

I'd like to start by saying a big thank you to the PPG members who attended our recent annual networking event at the Corn Exchange in Devizes on 12 October 2017. The feedback that you provided suggested you found it a useful day, which is great to hear. We hope you found it useful.

It's really exciting for us to have an opportunity to meet and work with you, and hear the patient and public voice because engaging with you is the right thing to do.



Christine Reid, OBE
Lay member, patient and public involvement

In this edition we have several articles about looking after yourself. We all know that prevention is better than cure and yet in too many cases simple health needs are still being met by a trip to the GP, or A&E rather than through self-care, or a visit to the local pharmacy.

We have also shared a useful toolkit to help you make the right decision about where you need to go for healthcare advice when you start to feel ill – print it out and keep it on your fridge as a 'go to guide for healthcare services available in Wiltshire' and help yourself to stay well this winter.

Best wishes, Christine

Meet our new Chair – Dr Richard Sandford-Hill



Dr Richard Sandford-Hill became our new Chair on 1 October 2017, after being voted in by Wiltshire GPs.

Having spent four years as a Governing Body member, Dr Sandford-Hill has a sound understanding of Wiltshire CCG and the challenges it faces and he is committed to ensuring the CCG continues to provide fair access to high quality, locally delivered health services.

Dr Sandford-Hill said: "I'm delighted to take up this new opportunity and I look forward to working closely with our partners, as well as voluntary organisations to provide strong, sustainable health and care services now and for future generations."

Some of you met Dr Sandford-Hill at our recent PPG event, and he was delighted to have been asked along and see first-hand your support in wanting to engage with us - it shone through. He fully supports the CCG's commitment to have good participation from patients and the public in what we do and welcomes the opportunity of working with you more closely in the future.

Patient Participation Group event review

We were really pleased that we had over 40 members representing 16 different practices across Wiltshire at our recent PPG event; it was lovely to see you all. (Our aim is to get more practices attending the next meeting!)



Christine Reid, Lay Member for patient and public involvement at Wiltshire CCG welcomed members to the event which was held at the Corn Exchange in Devizes.

Dr Richard Sandford-Hill, Chair of Wiltshire CCG and Liz Rugg, Director of Operations for Medivo kicked off the presentations and talked about the new urgent care model for Wiltshire.

In line with the National five year forward view, Wiltshire CCG is developing a functionally integrated

24/7 urgent care service. We know locally that patients are unsure on where to go when they need to access healthcare services and the CCG is committed on making it easier for patients to access urgent medical clinical advice when they need it.

To help take the strain off A&E and acute hospitals by providing more services in the community, we want to be able to offer convenient alternatives, including urgent care centres, same day GP appointments and more nurses, doctors and paramedics being available for clinical advice when you call 111. Plans include rolling out enhanced triage across urgent care services where GP out of hours and 111 services will be combined.

Medivo has been awarded a five year contract to provide integrated urgent care services across Wiltshire, Bath and North East Somerset (BaNES) and Swindon and part of that contract will be responsibility for running the NHS 111 service. This will include the development of a new locally managed 'clinical hub'.

The clinical hub will be Wiltshire based and where necessary 111 callers will be able to talk to a team of experienced health professionals who can collectively make clinical assessments, give advice and arrange urgent care if required.



Callers to 111 will be required to listen to a short series of options, to help direct them to the right team according to their reason for calling. Liz Rugg facilitated a session where PPG members were invited to give their thoughts on the ordering of the options and also on the wording that callers would hear.

Here are some of your ideas and views provided as part of the session:

Make clear the number of options available

Use the 5 options choice, with the fifth for hearing the options again

If you are in a queue, be told what number you are

There were some great responses, and your views and ideas will feed into the wider consultation that Medvivo are doing, including with Swindon and BaNES.

Lunch (and what a great lunch it was!) provided the opportunity to network and for questions and comments to be posted on the boards available ready for answering in the afternoon session.

After lunch, Dave Reeves from the Avenue Surgery in Warminster talked about how the surgery had recruited new members into their PPG and how they support the practice; helping at flu clinics, doing a practice walk around and even radio interviews!



It was a great insight into how one PPG is recruiting and using their members effectively.

If you want to know more, Dave's more than happy for you to contact him directly:

daveandchrisreeves@btinternet.com

The final session of the day centred on the questions that had been posted during the lunch break, with Christine Reid and Sarah MacLennan leading a group discussion to discuss those areas in more detail. Participants also used the time to share their thoughts on the event, particularly highlighting the opportunities to network and learn.



We are looking into how we can make this work better for you and would like to enable you to be able to share information easily with each other. We already have some ideas, so please bear with us and we will update you at the next meeting in January.

If you would like to attend January's event, please register your interest [here](#).

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PPG event 16 January 2018



This year's PPG event had a fantastic response and we don't want to wait another year to hold another one.

With that in mind, we will be holding our next event on Tuesday 16 January from 9am finishing with lunch at 12.30pm. This will be held in the Wessex Room at the Corn Exchange in Devizes.

I know that many of you were disappointed that the presentation on 'Supporting Carers' did not go ahead at the recent event, but we are pleased to announce that this will be included in January's event. Carers have an important role in our communities and helping to support them in their caring role is vital for primary care – this is a presentation not to be missed...

We will also give you an update on local health services and provide you with the opportunity to learn from each other, share ideas, raise any concerns and network with other members.

Should there be a particular subject matter or question that you would like to raise then please do [get in touch](#) with us before the event, to enable us to gather as much information for you as we can.

If you would like to attend, please register your interest [here](#).

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Patient Participation Focus Group

We want to provide the best possible primary care health services in Wiltshire, but we need your help in designing them for future years. We encourage you to register your interest and take part in upcoming discussions around primary care health services.

Your opinions, experience and feedback are very important in developing and shaping future healthcare services and we really do value your input.

If you're interested in being involved, register today by emailing the [communications team](#) with your name and GP Surgery.

We look forward to hearing from you!

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HANDi app launched



A free mobile app is now available which provides expert advice to parents, carers and health care professionals on common childhood illnesses.

The HANDi app provides expert advice on how best to manage the six most common childhood illnesses; diarrhoea and vomiting, high temperature, chestiness, newborn problems and stomach pain.

The HANDi app is available to download free from iTunes App Store and Google Play Store and will work on any Apple or Android device.

[Read more about this app and how to download it to your mobile device.](#)

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What's your view on NHS funded patient transport?

Wiltshire CCG, with other CCGs across the South West, are working together to develop a consistent approach to assessing whether patients are eligible for NHS funded patient transport.

Patient transport is a non-emergency service offered to people who cannot get to their hospital appointment because their health condition impacts on their ability to use routine transport (cars/trains/buses/taxis/wheelchair taxis).

National eligibility criteria for using patient transport was set in 2007, however the way these are interpreted locally can vary, including agreed exclusions and how to apply the criteria.

The aim is now to ensure that NHS funded non-emergency patient transport is provided in a fair way for all those who need help getting to hospital appointments.

Patient Transport



We have put together a short [online patient/public questionnaire](#) which is open until 10 November 2017.

If you would prefer a hard copy of the questionnaire, please email the [communications team](#) and we will send you one.

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New prescription ordering service for Wiltshire



A new prescription ordering service run by Wiltshire CCG means local patients can now order their repeat prescriptions over the phone from the comfort of their own home and then collect their prescription from a pharmacy of their choice.

You call the Prescription Ordering Direct (POD), where you will speak to a trained coordinator who will discuss your needs with you meaning you only order the medication that you need, when you need it.

The prescription ordering service is currently available for patients at:

- Lovemead Group Practice, Trowbridge
- Giffords Surgery, Melksham
- Castle Practice, Ludgershall and Tidworth
- White Horse Health Centre, Westbury
- Avenue Surgery, Warminster
- Tinkers Lane Surgery, Royal Wootton Bassett
- New Court Surgery, Royal Wootton Bassett

[Visit the Wiltshire CCG website to find out more about this service.](#)

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Our current campaigns

Stay well this winter

Winter can be challenging and as the days get colder and bugs and illnesses become more common, it's important to take care of your health.

Protecting against flu

GPs in Wiltshire are urging local people at risk of complications from flu, to get their free flu vaccination this winter.

Flu is unpleasant but if you are otherwise healthy you are likely to fully recover in around a week. However some people, due to their age or a medical condition, are at a greater risk of developing complications from flu which can lead to serious illness, hospitalisation, and in some cases even death.



Those at greater risk can get a free flu vaccination at their GP surgery. The vaccination is safe and the best protection we have against an unpredictable virus. You need to have a vaccination every year, as the viruses that cause flu can change regularly.

People eligible for a free flu vaccination include:

Those aged 65 and older

People of any age with a long term health condition (even if you feel well)

Pregnant women

Children aged two and three

Carers (paid and unpaid)

Health and social care professionals

Children in school years 1, 2, 3 and 4

We would love to know how your flu clinics have been going. Have you done anything different to encourage people to come along and get their free flu jab? Let us know and we can share your story in our next newsletter.

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Accessing the right healthcare services

If you become unwell or are injured, it's important to choose the right health service at the right time to make sure you get the best treatment as quickly as possible.

In Wiltshire, there are numerous ways to access health care advice and treatment without having to go to your GP.

[Self care](#)



[GP](#)



[NHS111](#)



[NHS Choices](#)



[Walk-in centre](#)



[Pharmacy](#)



[Minor Injury Unit](#)



[A&E](#)



To help you know where to go when you or a loved one starts to feel ill - print off our [Around the Clock healthcare this Winter leaflet](#). Keep it on your fridge or in your handbag for easy reference.

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Listen to your doctor; only take antibiotics when you need to

Wiltshire CCG is supporting the national **keep antibiotics working** campaign to highlight the risk associated with taking antibiotics when you don't need them and we are encouraging patients to listen to the medical advice from their doctor.

Research has shown that GPs are experiencing enormous pressure from patients to prescribe them a course of antibiotics to show they are taking their health condition seriously. In Wiltshire 294,365 antibiotics tablets, capsules and bottles were prescribed during 2016 costing the NHS £1,314,230.



Taking antibiotics encourages bacteria that live inside you to become resistant, meaning the antibiotics may not work when you really need them to and can put your family at risk of a more severe or longer illness.

Antibiotics are prescribed to help ward off infections during chemotherapy, caesarean sections and other surgery. They also treat serious bacterial infections, such as pneumonia, meningitis and sepsis.

But they are also frequently being used to treat illnesses, such as coughs, colds and sore throats that can get better by themselves or by using over the counter medication that you can get from your pharmacy.

It is estimated that at least 5,000 deaths are caused every year in England because antibiotics no longer work for some infections and this figure is set to rise with experts predicting that in just over 30 years antibiotic resistance will kill more people than cancer and diabetes combined.

We are asking for you to play your part by trusting your doctor, nurse or pharmacist's advice as to when you need to take antibiotics."

If you are prescribed antibiotics, take them as instructed finish off your course and never save them for later use or share them with others.



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Showcase your PPG!

This is 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.

Send your good news stories, information and questions to Tracy Torr, Communications and Engagement Officer: tracy.torr@nhs.net and we'll share it in the next newsletter which is due January 2018.

Purton PPG encourages new members with a pull-up banner displayed in the surgery. How do you recruit new members?

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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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