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Where has the time gone?! I can't quite believe we are at the beginning of September already. I hope you have managed to find time to enjoy the lovely weather we've had over the summer, it's been glorious!

In this issue of your PPG newsletter, I'm excited to share with you details of the Sound Doctor. It's a really useful series of videos that provide expert information on six long term health conditions for Wiltshire patients. You can read more about it on page 2 and I encourage you to share this new resource with your practices.

I've also been working with the CCG's Communications and Engagement Team as we plan for our annual PPG event. Invitations were emailed out last week, so please do sign up to attend. Following your feedback from previous events, we're running the event in two locations this time and hope this means that we will see more of you there!

Best wishes,

Christine



Christine Reid OBE
Lay Member, Patient and
Public Involvement

Free webinar! GP online services

The NHS Primary Care Digital Transformation team is holding a series of free webinars for PPG members to help them understand all about GP online services and how they can help their local Practice to get more of their patients signed up for the service.

Sign up!

To join in the webinar, all you need is a phone and a computer. Once you have registered you will receive (nearer the date) further information, including how to get on to the webinar.

Click the relevant link below to register:

- [Monday 17 September 2018 - 13.00 - 14.00](#)
- [Wednesday 24 October 2018 - 10.00 - 11.00](#)
- [Monday 26 November 2018 - 13.00 - 14.00](#)
- [Wednesday 19 December 2018 - 10.00 - 11.00](#)

Contact england.patient-online@nhs.net if you have any difficulties registering.

Surgeries across England are promoting GP Online Services to patients and many have reported that their PPG was instrumental in letting their patients know about online access and how to get started.

The NHS is making more of 'digital' – the internet, smartphones and tablets – and is offering patients the opportunity to do all of these things online, via a website or an app, if they want to.

Visit the NHS England website to [find out more about the free webinars and GP online services](#).



We have added an online library of [free patient education videos for Wiltshire patients on our website](#), to provide support and expert information on managing six long term health conditions.

The Sound Doctor library contains around 300 short, concise videos covering:

- Diabetes
- Heart Failure
- Chronic Obstructive Pulmonary Disease (COPD)
- Dementia
- Back Pain
- Weight Management Surgery

The video contents were co-produced with clinical experts in their field and disease specific charities, e.g. Alzheimer's Society, British Lung Foundation, & British Heart Foundation. All of the material adheres to National Institute for Care and Excellence (NICE) guidelines.

Sound Doctor videos provide patients access to expert advice from the comfort of their own homes, or on the move via Smartphones or tablets.

Access the Sound Doctor is via the [Wiltshire CCG website](#). Users are asked to confirm their GP surgery and provide their Wiltshire postcode in order to get instant, free access to the online video library.

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Get plugged in to resources direct from the CQC!



Did you know that the Care Quality Commission (CQC) sends out a monthly bulletin to all of its regional stakeholders?

The bulletin contains helpful information including:

- Latest publications that you can use to help drive improvement locally
- Resources for PPGs to use to have conversations with their practices
- Information on how to get signed up to receive alerts about new reports for services you're interested in
- Details of consultations where your views can help shape how we monitor services
- And more!

If you'd like to be added to the distribution list for the monthly bulletin you can [fill in your details here](#).

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Families and Children's Transformation Programme Survey



The Families and Children's Transformation Programme (FACT) is a programme of work being undertaken by a wide range of organisation for children, young people and families.

The organisations involved range from the council, police, NHS and schools to family support services, early years' providers such as children's centres, childminders and nurseries and also includes a wide variety of community and voluntary sector partners.

The intention of the programme is to align working priorities and practices as much as possible, to make it easier for people to access consistent information, advice and support from services at a time when they need them. The programme can only do that by working with children, young people and families to find out what is most important to them.

In order to reach as many families as possible, an online survey has been created to gather views on some of the key stages of childhood and parenting. The survey can be answered by parents/carers or by children and young people looking at the questions relevant to them.

[Access the survey here to share your views.](#) The survey closes on **7 September 2018**.

Please have your say and if you have any further feedback contact FACT@wiltshire.gov.uk.

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Date for your diary! Patient Participation Group event

Check your inbox for your invitation and sign up to the event most convenient for you!



We invite you to join us for our annual Patient Participation Group event!

This year we're holding the event in two locations:

**Thursday 11 October – The Guildhall
Salisbury
10am – 1pm**

**Tuesday 16 October – Town Hall
Devizes
10am – 1pm**

Refreshments and light lunch provided.

A great opportunity for networking and taking new ideas back to your Practice.

We look forward to seeing you there!

OTC – easy as 1, 2, 3!

Change to prescribing of over the counter medicines

Wiltshire Clinical Commissioning Group (CCG) is following new guidance set out by NHS England in March 2018, meaning that for 35 minor, short-term conditions, medicines that are available over the counter will no longer routinely be prescribed.

The guidance has been published following a period of national public consultation and recommends that over the counter medicines associated with minor, short-term conditions which get better by themselves, or can be self-treated by the patient, should no longer be available on NHS prescription.

Medicines under the guidance include treatments for coughs, colds, dandruff, mild cystitis, nappy rash, warts and verrucae, ear wax, head lice and mild dry skin. A full list of conditions is available www.wiltshireccg@nhs.uk/over-the-counter

This means that some patients who contact their GP Practice to make an appointment regarding any of the 35 conditions may be advised by the receptionist to seek advice from a pharmacist instead. There are certain scenarios where certain patients should continue to have their treatments prescribed.

To find out more visit www.wiltshireccg@nhs.uk/over-the-counter

OTC - easy as 1 2 3

- 1 Advice** - think 'pharmacy first'
Your local pharmacist is an expert in medicine. They can advise you about common ailments and provide over the counter medicines
- 2 Accessible**- the high street can help
You can buy a variety of affordable over the counter medicines from pharmacists, local shops and the high street
- 3 As good as prescribed!**
Many over the counter medicines are the same as those your GP can prescribe

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Be clear on cancer – Blood in Pee

If you notice blood in your pee, even if it's 'just the once', tell your doctor.



We're supporting Public Health England's Be Clear on Cancer campaign. Visit our Wiltshire CCG website for [more information and downloadable resources to display in your practice.](#)

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Do you follow us?

Keep up to date with news and information from Wiltshire CCG on social media.



NHS Wiltshire CCG



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