

June 2017

## Overview

NHS Wiltshire Clinical Commissioning Group (CCG) is responsible for commissioning a broad range of healthcare for the population of Wiltshire. We are led by experienced local GPs drawn from across the county, who provide clear clinical leadership to the big decisions affecting the future of healthcare provision in Wiltshire, carefully tailored to meet the differing needs of people locally.

Our vision is to ensure the provision of a health service which is high quality, effective, clinically-led and local. We are committed to delivering healthcare that meets the needs of Wiltshire people, to consult and engage with our population to enable them to be involved in decisions made about health services and to deliver those services to people in their own homes or as close to home as possible.

**The right healthcare, for you, with you, near you**

## Annual General Meeting

Wiltshire Clinical Commissioning Group will be holding its AGM on Tuesday 20 June in the Ceres Hall, Corn Exchange, Market Place, Devizes.

The AGM is from 9.30am until noon and offers you an important opportunity to meet with the CCG to hear about the emerging NHS landscape and our plans in support of these developments.

The AGM will also feature a review of the achievements and the challenges over the past year – if you would like to attend the AGM you can register your attendance by clicking [here](#).

## Mental health for children and young people in Wiltshire

As part of the local drive to transform mental health service provision, Wiltshire CCG and Wiltshire Council are working with other local authorities and Clinical Commissioning Groups in Swindon and Bath and North East Somerset to develop a new Child and Adolescent Mental Health service. This new service will go live on 1 April 2018.

Following a competitive tender process, Oxford Health NHS Foundation Trust has been selected as the preferred provider. Commissioners are now working with the Trust and key stakeholders to shape the service delivery model so that it meets the needs of children, young people and their families.

A series of engagement events are currently underway to give children, young people, parents/carers and adults who work with children the opportunity to determine what the new service should look and feel like. This is about making sure the new service puts children and young people at the heart of everything it does.

## Prescription Ordering Direct (POD)

NHS Wiltshire CCG launched a NHS Prescription Ordering Direct (POD) service on Monday 8 May 2017.

This new service will provide an easy way for people to order their repeat prescription by making a simple phone call from the comfort of their own home – without the need to go into a GP practice or pharmacy.



**NHS**  
Wiltshire  
Clinical Commissioning Group

### Prescription Ordering Direct (POD)

A new and convenient way to order your repeat prescription

**0300 123 6242**

The POD will be staffed by dedicated, experienced and fully trained repeat prescription coordinators and pharmacists from NHS Wiltshire CCG.

When you call the POD telephone line you will talk to a trained coordinator dedicated to taking repeat prescription requests and answering any repeat prescription queries.

They will be able to help you to order only the items that you need, ask you how you are getting on with your medication and alert you if a medicine review is needed.

The POD has been introduced to help reduce the amount of medicine wasted across Wiltshire, as unused prescription medicines cost the NHS in Wiltshire over £2.7million every year. By managing repeat prescriptions orders more efficiently, we can reduce waste and save valuable NHS funds.

The service will also reduce time and workload pressures for GP practices, allowing staff to focus on providing better care to patients.

Don't worry if you already use a repeat prescription service from a pharmacy, you will be able to phone the POD service to order your medicines instead and the POD will arrange for your prescription to be sent electronically to your usual pharmacy and dispensed as normal.

The POD service will be available for patients registered with Lovemead Surgery, Trowbridge from 8 May. Giffords Surgery, Melksham and Castle Surgery, Ludgershall will be joining the scheme in June 2017 and we will keep you updated when more surgeries join.

## Have you consented to have additional information in your Summary Care Record

Summary Care Records is an electronic record of important patient information, created from GP medical records. We are asking patient to improve their patient experience by consenting to have additional information available on their summary care record (SCR).

What is additional information?

Essential details about your healthcare can be very difficult to remember, particularly when you are unwell. Having additional information in your SCR means that when you need healthcare, you will be helped to recall this vital information, this includes:

- Your long term health conditions – such as asthma, diabetes, heart problems or rare medical conditions
- Your relevant medical history – clinical procedures that you have had, why you need a particular medicine, the care you are currently receiving and clinical advice to support your future care
- Your personal preferences – you may have particular communication needs, or may have made legal decisions about your care that you would like to be known
- Immunisations – details of previous vaccinations such as tetanus and routine childhood jabs



## **GPs use your Summary Care Record to share medical information with other healthcare staff treating you**



**We need your permission to add more information to help support your care.**

**Ask reception for a consent form.**

Care professionals in Wiltshire use your Summary Care Record when they are treating you and this currently provides important information about the medicines you are taking, allergies you suffer from and any previous bad reactions to medicines you have experienced.

By consenting to have additional information included in your SCR, means more information will be available to health and care staff when they are treating you and can enhance the care your receive.

**Ask reception for a consent form next time you visit your GP surgery.**