

Working Together

Wiltshire Community Health Services and Great Western Hospital NHS Foundation Trust



Background (1)

Recently there have been a number of initiatives which are changing the landscape of the NHS.

These include:

- The Health and Social Care Bill published in January 2011
- The QIPP agenda (Quality, Innovation, Productivity and Prevention)
- Transforming Community Services (TCS)
- Any Willing Provider

In June 2010 the government announced that all Primary Care Trusts should separate their commissioning and provider arms by 1st April 2011 (part of the Transforming Community Services agenda).

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Background (2)

- In August NHS Wiltshire announced that it would be inviting local NHS organisations to submit a proposal to run a range of community services in Wiltshire and some neighbouring areas.
- These services were separated into
 - Community Maternity services and hospital based maternity services at RUH in Bath.
 - Adult, Children's and other associated services such as Community Dentistry and Prison Health in the community
- In November NHS Wiltshire announced that we had been selected as the preferred provider for all services in each cluster.
- This means subject to approval from Monitor (our regulator) we will begin providing community services in Wiltshire and parts of B&NES from June 2011.

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About GWH NHS FT

- Approximately 3,300 staff
- Serving 340,000 people across Swindon, Wiltshire, parts of Oxfordshire, Gloucestershire and West Berkshire
- Around 9,200 members (Over 5,000 are members of the public)
- Annual income of £200million
- Authorised by Monitor (the Foundation Trust Regulator) as an FT in December 2008
- Licensed by the Care Quality Commission (April 2010)

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Where we currently provide services

- Great Western Hospital
- Brunel NHS Treatment Centre
- Savernake Hospital (Marlborough)
- Fairford and Devizes Community Hospitals (outpatient clinics)
- Tetbury Hospital
- Melksham Hospital
- Malmesbury Primary Care Centre
- GP surgeries in Wiltshire and Swindon



From June 2011 we will provide community services across Wiltshire

A record of providing good patient care (1)

- Our strong safety culture; our MRSA and Clostridium Difficile rates are low – 80% fall in five years thanks to tough infection control measures
- During 2010, the Trust had over 270 consecutive days without a case of MRSA
- Our hospital has modern facilities offering high levels of privacy and good transport links. In the latest Patient Environment Action Team inspections we were one of only 40 hospital sites to be rated as excellent across all three categories - patient environment, food and privacy & dignity.
- We are rated highly by the regulators; annual healthcheck ratings for 2008/09 – good for both 'quality of services' and 'use of resources'.
- Working with our Commissioners, we are bringing some services back to Swindon to save patients from travelling to Oxford i.e. spinal surgery



A record of providing good patient care (2)



- We gained our licence to operate from the Care Quality Commission (CQC) - without any conditions attached
- Our patient survey satisfaction results have improved – 8 out of 10 patients would recommend us as a place to be treated
- We continue to invest in the best technology for our patients e.g. new £1.2m CT Scanner, new £1m Endoscopy Unit both launched last year and we delivered a £1.9m surplus to reinvest in new equipment.
- This year we will open:
 - the White Horse Birth Centre at the hospital, a Midwife-led centre offering women more choice on where to give birth
 - a second Cardiac Cath Lab
 - a redeveloped Breast Centre

Some key facts about the new services we will be responsible for

- The provision of community healthcare for 433,000 people in Wiltshire plus people in parts of Bath and North East Somerset.
- Delivery of over 9,000 babies each year
 - 5,000 in the community (including some areas outside Wiltshire.)
 - 4,000 at GWH
- Approximately 2,000 WCHS staff joining around 3,300 GWH staff.
- Delivery of £80m of services, in addition to our current £200m turnover
- Providing healthcare in over 30 locations from Malmesbury in the north right down to Salisbury in the south and across towards Bath and beyond into Somerset.

Services covered

Three-year contract:

- Maternity services currently provided by WCHS, which includes provision of maternity care in Bath and North East Somerset, parts of Somerset, South Gloucestershire and large parts of Wiltshire. It **does not include** maternity services which are commissioned by NHS Wiltshire from Salisbury NHS Foundation Trust.
- Neighbourhood teams covering the whole of Wiltshire
- General medical inpatient services at Chippenham, Warminster and Savernake Community Hospitals
- Stroke Unit at Chippenham Hospital
- Minor Injury Units in Trowbridge and Chippenham
- Continence services
- Podiatry services
- Dietetics
- Tissue viability service

- Orthotics
- Musculo-skeletal physiotherapy
- Outpatient services
- Diabetes
- Respiratory Services including Post-Acute Care Enablement (PACE) and Chronic obstructive pulmonary disease (COPD)

Two-year contract:

- Services for Children & Young People including Health Visitors
- Children's Continuing Health Care
- Prison health
- Wheelchair service
- Community Dental Service including Dental Access service provided across Wiltshire and Swindon
- Community Team for People with Learning Disabilities

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Why did we bid for these services?

We see this as a unique opportunity to improve care for patients across the region, including:

- More joined up care across the patient pathway
- Removal of some of the artificial boundaries that exist, which can lead to patients feeling lost in the system
- To view the way we care for patients from their perspective regardless of which organisation they are cared for
- More joined up working across the health community with our GP, social care and Local Authority, and third sector partners to improve patient care and experience
- To help keep people well, out of hospital and closer to home where possible & clear links to tackling hospital readmissions

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What does this mean for local people in your area?

- Our priority is to ensure a safe transfer of patients and services maintaining delivery of good outcomes and patient & carer experience
- Patients will not be expected to travel to Swindon to be treated
- Staff will continue to work in their present locations in teams in the local community with their local GPs, delivering services close to patients and their family
- No immediate changes are planned but over time services will need to be provided in different ways to meet changing needs
- Over the summer we will begin the process of talking to stakeholders to understand what they want from these services and how we might be able to deliver them differently in the future
- In the future some of the services typically provided in hospital will be provided in the community as part of a national shift moving care out of hospitals and closer to home

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Questions & Answers

If you have any further questions please email:
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