



**Wiltshire**

## **NHS Update - April 2010**

### **Proposal for Primary Care Centre at Quakers Walk will not proceed**

The proposal for the development of a Primary Care Centre at Quakers Walk was brought for consideration to NHS Wiltshire by the town's GPs, who were to manage the PCC, and the developers, the Bristol-based charity the St Monica Trust, in November 2009. A planning application was submitted to Wiltshire Council by the St Monica Trust in February 2010. At meetings on Thursday 18th March and Friday 19th March with representatives of the St Monica Trust and the GPs, the parties came to the conclusion that they could not progress the scheme in a way which meets all of their requirements.

Chief Executive of NHS Wiltshire, Jeff James, said:

"We are disappointed that this proposal has not reached a positive conclusion. Though the financial environment has changed since we made our plans in January 2007, we are keen to fulfill our commitment to provide better facilities for primary care services in Devizes. However, in spite of hard work and a constructive approach to negotiation on everyone's part, it has not been possible to put together a commercially viable proposal which works for the St Monica Trust, the GPs and the PCT". The Primary Care Trust will begin looking to see whether the proposal to develop the Green Lane site can be re-visited.

### **Changes to out-of-hours service**

From April 1, NHS Wiltshire has commissioned a single provider, Wiltshire Medical Services, to run out-of-hours medical and dental services across the whole of Wiltshire. NHS Wiltshire is confident that the new service will offer a robust, consistent and high-quality service right across the county.

Wiltshire Medical Services (WMS) is a well-established company run by local GPs, which previously provided out-of-hours care to a large part of the county. The service uses no agency or locum doctors, and most doctors work in daytime general practice in or near Wiltshire, giving them knowledge of the local area as well as specialist experience in urgent, out-of-hours medicine.

The new service will operate from all the existing out-of-hours bases, plus two new ones - at the Great Western Hospital, Swindon, and Warminster. As at present, patients will access the service by phoning their GP. They will then be given a number to call (0300 1115717) via answerphone message, or automatically diverted.

Once through to the Out-of-hours service, your call will be handled by a team of nurses and doctors, who will then either:

- advise you on how to manage your problem yourself
- ask you to come in to be treated at your most convenient treatment centre or, if appropriate
- send a member of the clinical team to visit you in your own home

The treatment centres have been chosen to provide an improved geographical spread across the county. For patients, the new service will be as good, or better, than it is at the moment. It will provide consistent care across the county, and will have increased capacity for home visits, particularly important in an area with many isolated rural communities.

Amesbury Health Centre  
Salisbury Hospital  
Warminster Community Hospital  
Trowbridge Community Hospital  
Chippenham Community Hospital  
The Great Western Hospital, Swindon  
Marlborough (Savernake Hospital)  
Shaftesbury Hospital

The service will be provided by a mix of GPs, Nurse Practitioners and Emergency Care Practitioners, most of whom are already working in Wiltshire and familiar with the local area.

WMS was chosen to provide the service after a competitive bidding process, on the basis of their history of providing a locally-based, service of the highest quality. They have previously provided out-of-hours services across most of the county apart from the south, and have long-standing experience. Two of the directors work as GPs in Wiltshire.

The out-of-hours service is part of a package of urgent and emergency care offered by the NHS. In an emergency (e.g. serious injury, loss of consciousness, chest pain or suspected stroke), patients should always phone 999. For healthcare advice over the phone, NHS Direct is available on 0845 4647.

### **Bowel Cancer Screening Programme rolls out in the South West**

The Bowel Cancer Screening Programme (BCSP) will be fully rolled out across the South West this month. Nearly half a million screening kits have been sent out across the region since the introduction of the programme and already more than 350 cancers have been detected.

Please contact your local Community Area Manager for details of the event in your area.  
[jo.howes@wiltshire.nhs.uk](mailto:jo.howes@wiltshire.nhs.uk)

The next Board meeting will be held on **24 March 2010, in the Conference Room at Southgate House, Devizes**

Papers are published a week before the meeting on [www.wiltshire.nhs.uk](http://www.wiltshire.nhs.uk) or on request from Maggie Goodman, NHS Wiltshire (tel: 01380 733827 or [maggie.goodman@wiltshire.nhs.uk](mailto:maggie.goodman@wiltshire.nhs.uk))

For further information or copies of documents referred to above, please contact Jo Howes, Community Engagement Manager, 01380 733929 or [jo.howes@wiltshire.nhs.uk](mailto:jo.howes@wiltshire.nhs.uk).