

November 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

News from the CCG!

New provider announced for Integrated Urgent Care Services

Medvivo has been awarded a five year contract to provide integrated urgent care services across Wiltshire, Bath and North East Somerset (BaNES) and Swindon, from 1 May 2018.

Medvivo will be responsible for running the new NHS111 service across Wiltshire, BaNES and Swindon and will develop the service model to include a new locally managed 'clinical hub'.



The new clinical hub means that callers to the 111 service will be listened to and advised about what action they should take next. If they require further medical advice they will be able to talk to the clinical hub – a team of experienced health professionals who can collectively make clinical assessments, give advice and arrange urgent care if required. It means no decision is made in isolation.

Local patients and residents will receive information about the new integrated urgent care service and how to access it ahead of the launch on 1 May 2018.

Army Basing programme

NHS Wiltshire Clinical Commissioning Group is working with the Local Authority, Military Health and a range of stakeholders to assess and minimise the impact of any changes to the military population and their families. As part of this we are engaging with local health services to ensure they plan for any subsequent changes and that the right resources are available at the right time.

There is a dedicated page on Wiltshire Council's [website](#) to keep you updated with the latest news and events on the Basing Programme to support around 4,000 additional service personnel and their families relocating to Wiltshire by 2020.

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.

Have your say!

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.

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

Diabetes survey – have your say!

Wiltshire CCG wants to improve the care of all diabetics in Wiltshire; so we need to understand what matters to you.

Next spring we are launching a wellbeing toolkit for all diabetes and those who support them.

Please complete this [short survey](#) and tell us where the gaps are in the information you need to help support the management of diabetes. Your comments will help to shape the new wellbeing toolkit.

Urgent GP appointments – where would you go?

If you need a same day urgent GP appointment – this could mean that you might not be able to see your usual GP and you may have to travel to a different practice.

Urgent GP appointments are booked on the day and are for patients who have health problems which cannot wait for a routine appointment.

We want to hear your views on accessing urgent GP appointments.

Tell us what you think by completing this [short survey](#).



Campaigns

Every year we support a number of national health campaigns and run some local ones too.

Click on the images below to find out more about our current campaigns.



Do you have a learning disability?

Don't miss out: get better healthcare now.

