

Update for Wiltshire Area Boards

December 2020

Coronavirus vaccination

We continue to work with primary care and our hospitals across the region to support the delivery of the anticipated coronavirus vaccination.

Following government guidance on priorities our first focus is on vaccinations for older residents in care homes, all those over 80 years of age and health and social care workers.

Arrangements will depend on which vaccinations become available and when, as storage and transport options differ across the different vaccines.

Flu vaccination

The number of people getting their flu vaccination is up in all groups – between 15% - 40% higher compared to the same time last year. This is thanks to the hard work of our GP practices, often with the support of the council to use local facilities for large scale vaccination clinics.

Free vaccinations for 50 – 64 year old people will be available from 1 December and people in this group will be contacted by their GP surgery when they are ready to begin vaccinating.

COVID-19 oximetry@home service

The COVID-19 oximetry @home service has launched in Wiltshire and across the BSW region. The service provides an enhanced package for monitoring of symptoms and oxygen saturations for patients with suspected or confirmed COVID-19 who are at risk of future deterioration but are not unwell enough to need immediate hospital admission.

Appropriate patients will be identified following clinical assessment (face to face or remote) and invited to join the service. They will be provided with a pulse oximeter to monitor their condition and information on how to operate it. The patient will be set up with the GoodSAM app to submit their readings or be supported by the clinical team to share their oximetry readings if they are not able to use the app.

Results will be monitored and patients will be advised on what to do if their condition deteriorates.

The service will be managed by a multidisciplinary clinical team (nurse, paramedics, GPs, Advanced Nurse Practitioners) who will provide clinical support and advice to patients throughout the time they are being monitored.

Parkinson's services in North Wiltshire

Earlier in the year we tackled variation in care for Parkinson's patients in North Wiltshire by jointly investing with Parkinson's UK in additional Parkinson's nurses to provide a one stop service for residents through Great Western Hospital.

The service started in April and initially offered virtual clinic reviews. Consultant reviews and subsequent referrals that could not be offered in April are now gradually increasing and the service has now set up fortnightly clinics in Savernake and Malmesbury from October 2020 and a clinic in Calne is to start in November.

A helpline has also been set up and receives calls from patients, carers, care providers, GPs and acute staff. Calls are responded too consistently within 72 hours and early feedback from patients is positive

Wiltshire Wellbeing Hub

We are continuing to work with the Wiltshire Council as part of the Wiltshire Wellbeing Hub.

The hub provides support and guidance to anyone who needs it during these difficult times, including those who are self-isolating or don't have a support network to access help.

Opening hours:

9am – 5pm Monday to Friday

10am – 4pm Saturday and Sunday

People can call 0300 003 4576 or email wellbeinghub@wiltshire.gov.uk

Think 111 First

We already promote NHS 111 as the place to go when someone is unsure of what healthcare is right for them, encouraging them to go online or call to be directed to the right service.

From 1 December 2020 if you have an urgent but not life-threatening health problem and think you need to go to an emergency department, you should contact NHS 111 first. This can be done either online or by phone 24 hours a day, 365 days a year, and the service is free to use (including from all mobiles).

An experienced health advisor will talk to you to find out more about your health problem and get you to see the right local service. This could be your GP, a pharmacy, a local minor injuries unit or urgent treatment centre.

If it looks like you need to go to the emergency department, you'll speak to a senior medical professional who will be able to arrange a timed arrival slot for you at the emergency department if necessary.

Think 111 First aims to reduce the number of people who walk in to emergency departments, where overcrowding and long wait times can be common, especially during winter. Current social distancing and infection control procedures mean that there is less waiting space and fewer people can be seen so we need to steer people who could be treated safely elsewhere away from our busy hospitals.

Those who genuinely need emergency treatment must still be seen safely, and the ability to arrange a timed arrival slot through Think 111 First will allow us to manage some of the flow of people through the emergency department.

People with life-threatening emergencies should always call 999.