

AGENDA SUPPLEMENT (1)

Meeting: Malmesbury Area Board
Place: Malmesbury Town Hall, Assembly Rooms
Date: Wednesday 13 January 2016
Time: 7.00 pm

The Agenda for the above meeting was published on 05 January 2016. Additional documents are now available and are attached to this Agenda Supplement.

Please direct any enquiries on this Agenda to Adam Brown (Democratic Services Officer), of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718038 or email adam.brown@wiltshire.gov.uk

Press enquiries to Communications on direct lines (01225)713114/713115.

This Agenda and all the documents referred to within it are available on the Council's website at www.wiltshire.gov.uk

11 **Partner Updates** (*Pages 1 - 6*)

DATE OF PUBLICATION: 12 January 2016

January 2016

New provider for adult community health services in Wiltshire

Wiltshire Clinical Commissioning Group has awarded Wiltshire Health & Care the contract to provide adult community health services in Wiltshire for the next five years.

Wiltshire Health & Care is a new organisation formed by Great Western Hospitals NHS Foundation Trust, Salisbury NHS Foundation Trust and Royal United Hospitals Bath NHS Foundation Trust.

The new contract is due to start in July 2016, and will mark the start of an exciting period of change, where more care will be delivered closer to local communities, people will be supported to maintain independence and reliance on hospital services will be reduced.

As part of the CCG's five year plan to bring health care closer to home, the changes to adult community health services will ensure that the focus is very much on patient centred care with GP practices firmly at the heart of community provision. Delivered through integrated community teams across the county, Wiltshire Health & Care will support Wiltshire CCG to meet the challenges of an ageing population and to enhance partner working across the health economy to provide a health service fit for tomorrow.

Pilot out of hours service for unwell children

A new pilot service for an out of hours GP service for children has been launched with the aim of avoiding unnecessary A&E attendances. Parents of children aged 0-10 can now book a same day appointment to see a GP at the Salisbury Walk In Health Centre.

The extended service provides health advice and treatment for minor illnesses and injuries and provides parents with a local alternative to A&E when their child is ill and their surgery is closed.

The pilot service, which is already helping to reduce some of the pressure seen at our A&E departments over the winter months, will run until the end of March 2016. It is available for children under the age of 10, and is open Monday to Friday 18:00 – 22:00 and Saturday and Sunday 16:00 – 20:00 by contacting the 111 telephone number.

If necessary, the call handler will advise parents to contact the Walk In centre to make a same day appointment. If however, the child has an obvious serious or life threatening condition; parents are advised to call 999.

RUH Hopper bus service

In the UK the NHS has a duty to transport patients to hospital and Wiltshire CCG fulfils this duty with the Non Emergency Patient Transport (NEPT) service, which the CCG funds to the tune of £2.3million per annum. The service covers the whole of Wiltshire, transporting patients to the Royal United Hospital, Great Western Hospital and Salisbury Foundation Trust Hospital, and is managed through a contract with Arriva.

Wiltshire CCG has not funded the RUH Hopper Bus Service since 2007.

The NEPT service was introduced in 2007. All bookings are subject to assessment, to ensure the right sort of transport and the required levels of care are provided for patients during their journey. The service is also provided for the patient's carer where their particular skills or support is needed. Where patients are not eligible for NEPT, they are signposted to other suitable transport providers within the community, such as the LINK service.

At its meeting in June 2015 the Joint Commissioning Board (JCB) agreed to provide funding from the Better Care Fund in 2015/16 for the continued operation of the RUH Hopper Bus Service for the remainder of the financial year. This was a temporary solution, with the agreement that the situation would be subject to a review by Wiltshire Council to identify ways of reducing the cost of the service.

Whilst Wiltshire CCG regrets it is not in a position to be able to match-fund the Hopper service with Wiltshire Council, the CCG's position has not changed since the NHS withdrew its funding in 2007. The CCG maintains that the Hopper service does not provide an equitable service for all Wiltshire patients, and is restricted to transporting people to the Royal United Hospital only. The NHS is under intense financial pressure and the CCG has no spare resource to be able to fund the Hopper service as well as the Wiltshire-wide Non Emergency Patient Transport Service, which, as well as taking people to the RUH, also transports people to Salisbury District hospital and Great Western Hospital. Indeed, finding the funds required for the Hopper service would require the CCG to reduce clinical services currently provided for patients.

House of Lords acknowledge good work of CCG

Lord Prior of Brampton, Parliamentary Under Secretary of State for NHS Productivity has echoed the views of Claire Perry MP in extending his thanks to Wiltshire CCG for improvements made in the delivery of healthcare across Wiltshire.

In his letter to the CCG, Lord Prior specifically alludes to a number of projects, including:

- Creating a dedicated and enhanced GP service for nursing homes to ensure that personal care planning is agreed and managed, and that cases are reviewed more regularly
- Forming local multi-disciplinary teams to support GPs and the primary care sector to help provide comprehensive health and social care treatment to patients
- The development of an extended hours urgent care centre which will provide same-day appointments for patients in Devizes and the surrounding area

Lord Prior applauds the CCGs view that services should move closer to the patient in communities and supports the integration of health and social care. He also commends Wiltshire CCG on its creative use of existing services and best use of resources to dynamically improve the wellbeing of patients and NHS Staff.

Stay well this Winter campaign

Wiltshire Clinical Commissioning Group are part of the **Stay Well This Winter** national campaign to raise awareness of what you can do to stay healthy this winter and what services are available if you need additional help.

The national **Stay Well This Winter** campaign started on 5 October 2015 and will run until 27 March 2016 and will also be providing advice to those with long-term health conditions, over 65s, pregnant women and parents of under-sevens.

Get the jab, get Flu Safe

NHS Wiltshire CCG is encouraging people to have their flu jab. Flu is a highly contagious infection that anyone can catch, but it can be very serious for some. For most people flu is a relatively mild illness from which they recover within a week or two – yet every year people, especially those at risk, become seriously ill because they don't get their free flu jab.

Flu is not the same as a cold and it affects people of all ages. If you or someone you care for is in any of the at-risk groups listed below you can get a free flu jab from your GP.

- everyone aged 65 years and over
- all pregnant women irrespective of their stage of pregnancy
- Adults and children over six months with long term heart, lung, kidney, liver or neurological conditions
- people with diabetes
- anyone who has a reduced immunity because of an illness or medical condition
- people with asthma
- anyone in long-stay residential care
- carers of disabled or elderly people and healthcare workers that are in direct contact with patients

Get the best protection for yourself and your family by being flu free this winter and book your appointment today.

Staying Healthy this winter

NHS Wiltshire CCG is urging people to keep warm and well this winter, especially as the nights are starting to draw in and the temperature is dropping.

The cold can have serious consequences as it can increase the risk of strokes and heart attacks as well as causing people to catch colds and flu. Wrapping up warm, keeping the heating turned up, making sure you have enough winter food supplies and keeping a well-stocked medical cabinet in case you do catch a cold or flu are all sensible steps to take.

Some top tips on staying warm and well this winter.

1. Keep your home warm – set your central heating to between 65 and 70 degrees Fahrenheit (18-21 degrees centigrade). Heat the room you sit in during the day to 70 degrees, and your bedroom to 65 degrees. When it's very cold, set the heating to come on earlier so that you're not waiting for your home to warm up.
2. Have your flu jab. Everyone over 65, or with a wide variety of health conditions, is entitled to one free of charge. Immunity takes effect almost immediately, so even though a flu outbreak is currently well underway, you can still protect yourself by getting the jab – just call your GP to make an appointment.
3. If you do fall ill with flu, it's best to stay at home. Flu is caused by a virus, and cannot be treated with antibiotics – so a visit to your GP is not necessarily the best course of action.
4. Vomiting and diarrhoea bugs caused by norovirus are common and very infectious. This can be a very unpleasant condition, but the best advice is to stay at home and drink plenty of fluids until the symptoms pass. Norovirus is highly infectious, with an incubation period of between one and three days. For that reason, you should wait 48 hours after symptoms have stopped before going back to work or your children go back to school.
5. Make sure you have enough winter supplies and keep a well-stocked medicine cabinet, with supplies of ibuprofen, paracetamol and your favourite cold remedy at hand.

Where to go when you're ill - The following points should be helpful when deciding who to contact.

- Pharmacies offer over-the-counter medicines and advice. As well as being open during regular retail hours, they operate an out-of-hours service on a rota basis;
- Call NHS 111 for advice or go to NHS Choices website www.nhs.uk. They can give a wide range of advice and information about many conditions;
- Use the minor injuries units at Chippenham and Trowbridge or the walk-in centres in Swindon and Salisbury for cuts, burns and other injuries – but not for colds, flu or vomiting;
- Make an appointment with your own GP - an out-of-hours service is also available;
- If it is a genuine emergency, go to your local A&E department or call 999 for an ambulance

Keep an eye on elderly or frail friends, neighbours and relatives this winter and join us in helping Wiltshire stay well this winter.

NHS
Wiltshire
Clinical Commissioning Group

Do you have a long-term health condition or are you 65 or over?

Make sure you get your prescription medicines before Christmas Eve.
Because many GPs and Pharmacies will close over the holidays.

STAY WELL THIS WINTER

Richard Pile

NHS
Wiltshire
Clinical Commissioning Group

Do you have a long-term health condition?

If you feel like you're getting a cough or a cold on top of your existing condition, get advice from your pharmacist before it gets more serious.

STAY WELL THIS WINTER



Update for Area Boards - January 2016

The Care Quality Commission (CQC) inspection of The Royal United Hospitals Bath NHS Foundation Trust

The CQC is the independent regulator of health and adult social care in England. Between January and the end of March 2016 the CQC will be inspecting acute hospital services provided by the RUH. It wants to hear from local people about their experiences of services and will have an engagement stall at Trowbridge Library, County Hall on Wednesday 2 March from 11 - 1pm.

If you would like to provide any feedback on your experiences of services, please contact the CQC on telephone 0300 0616161 or email: enquiries@cqc.org.uk. Alternatively you can contact Healthwatch Wiltshire as we work closely with the CQC to support its inspections.

Using the arts to engage with local people about their experiences of health and care

With a grant from Wiltshire Council's Arts and Health Innovation Fund, Healthwatch Wiltshire, working in partnership with Wiltshire and Swindon Users' Network, commissioned an Arts and Health Project called "This is me". The aim was to produce something to challenge the people who make decisions about health and social care to think differently about the people who are using those services, especially older people using both health and social care and their unpaid carers.

Elevate, an arts programme from Salisbury Hospital, was selected to deliver this project. They used vintage tea parties, with community groups and in isolated peoples' homes, to encourage people to open up about their experiences. The tea parties included live music, cakes and party activities. Over 100 people took part, and shared a wealth of experiences. Some of these were shared on twitter and can be seen at <https://twitter.com/hwwteaparties>

People reported some very good care, but also some services not being joined up, and difficulties in finding the information that they needed, especially for people who fund their own care. Participants wanted person-centred care, with care visits at the right times for them, by people they had the opportunity to get to know. Issues with hospital transport were raised, and the hard reality of being a carer was also described. A video of the project has been produced and is available at <http://www.healthwatchwiltshire.co.uk/this-is-me>

The findings have been shared with health and council officials and will be used to continue our monitoring of health and social care services.

Your Care Your Support Wiltshire

Healthwatch Wiltshire, in partnership with Wiltshire Council, has developed a new health and social care information website for the public and professionals. It is called 'Your Care Your Support Wiltshire' - <http://www.yourcareyoursupportwiltshire.org.uk>

Contact us:

Tel 01225 434218

info@healthwatchwiltshire.co.uk

www.healthwatchwiltshire.co.uk

We would like to know what you think about the website so far and your ideas on what you would like to see on the site. Please tell us about local groups and services that are running in your local area and we will add them to the directory of services. You can get involved in discussion groups, reader's panels or just provide feedback in a one-to-one interview or via email. This is your chance to help build a really useful health and social care website fit for Wiltshire people. You can contact us about the website on: 01225 434218 or email: contact@healthwatchwiltshire.co.uk

