

# AGENDA SUPPLEMENT (1)

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**Meeting:** Trowbridge Area Board  
**Place:** The Atrium, County Hall, Trowbridge, BA14 8JN  
**Date:** Thursday 23 May 2013  
**Time:** 7.00 pm

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The Agenda for the above meeting was published on ***Thursday 09 May 2013***. Additional documents are now available and are attached to this Agenda Supplement.

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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](http://www.wiltshire.gov.uk)

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## 8 Partner Updates (Pages 1 - 4)

iii) NHS Update: An update from the Wiltshire Clinical Commissioning Group (CCG) to the Area Board and a statement on the NHS 111 Service, are attached.

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DATE OF PUBLICATION: 13 May 2013





## **AREA BOARD UPDATE – MAY 2013**

On 1 April 2013, the GP led Wiltshire Clinical Commissioning Group (CCG) became the statutory body responsible for commissioning local health services for Wiltshire. Wiltshire CCG is passionate about commissioning the highest quality care for our patients as close to their homes as possible - 'The right healthcare, for you, with you, near you'

Our vision will ensure that NHS care in Wiltshire can operate with improved effectiveness. Implicit in this will be greater integration between community services, general practice and working in close partnership with Wiltshire Council.

The vision puts the patient in control whilst ensuring that every opportunity is given for the residents of Wiltshire to improve their health. It's about the CCG working with people in the community, the Local Authority and other organisations to identify and understand patients' requirements so that services can be designed to meet their needs. Key to our approach is that the CCG is clinically led with GPs proactively involved in the decision making as they are in the best place to engage with the local population to help improve health and wellbeing.

As Wiltshire is a relatively dispersed, rural community which naturally divides into three areas of population, our structure incorporates three local groups to gain the collective, specific and local knowledge of general practitioners across the county. The three local groups cover the communities of:

- South Wiltshire – (Sarum Group)
- North and East Wiltshire (NEW Group)
- West Wiltshire (WWYKD Group)

The CCG will commission services for the population of Wiltshire using local information obtained from members of GP practices in each group. The groups will be responsible for ensuring delivery of quality health services from acute and community providers of health services.

We aim to ensure that all our stakeholders are engaged in a meaningful, consistent and timely manner in having a say regarding health services. The feedback we garner will be used to assist in the decision making process for healthcare improvements in Wiltshire.

Our aims are to:

- To make clinically led commissioning a reality in providing local solutions to local needs
- To deliver strategic plans which address the needs of local populations and involve patients, practices and partners
- To address the growing needs of our ageing population, and the mental health and emergency needs of our combined populations
- To encourage and support the whole population in managing and improving their health and wellbeing
- To ensure sustainability of the emerging organisation in delivering cost effective healthcare
- To communicate effectively, staying engaged with all of our patients, partners and stakeholders.

**Our 7 key priorities are:**

- 1 – Staying healthy and preventing ill health
- 2 – Planned care
- 3 – Unplanned care and frail elderly
- 4 – Mental health
- 5 – Long term conditions (inc Dementia)
- 6 – End of life care
- 7 – Community services and integrated care.

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## MEDIA STATEMENT

2 May 2013

### **NHS 111**

The NHS 111 service is currently being established across Bath and North East Somerset and Wiltshire, following a 'soft' launch in February. This means that a test period is now underway in order to identify problems and rectify them before the service goes fully live.

"Performance is continuing to improve, but we know that some patients and providers are still experiencing some problems with getting through to the service as well as delays in receiving treatment particularly during busy weekend periods," said Dr Simon Douglass, Clinical Accountable Officer for BaNES Clinical Commissioning Group. "We'd like to apologise for this and reassure patients that we are continuing to work with our NHS 111 provider, Harmoni, to resolve the remaining issues before the service is launched in full. We have seen a reduction in the number of 999 ambulances dispatched by the NHS 111 service, and an encouraging improvement in the number of these ambulance call outs that result in patients requiring transfer to hospital or another service."

Wiltshire and B&NES CCGs have decided to defer the full launch of NHS 111 until all such issues are resolved. Both CCGs and Harmoni are committed to providing a safe and high quality NHS 111 service and contingency plans, involving the established local out-of-hours GP service for patients, have been in place throughout this period.

NHS England supports the CCGs' decision and is working alongside them to ensure that the service meets national requirements.

When fully launched, NHS 111 will be a free to call service, available 24 hours a day, 365 days a year. It will act as a one stop shop for patients if their healthcare need is urgent, but not a 999 emergency.

**-END-**

#### **Contact details for further information:**

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