

September 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

New One You Campaign encourages adults across the country to get more active by building just 10 minutes of brisk walking into their daily lives.

Modern day life makes it hard to be healthy, so it's not surprising that most of us are not fitting enough physical activity into our days. Sitting down at work and commuting by car or public transport means we're not active for a lot of the working day and technology allows us to shoe and stay in touch without ever having to leave the sofa.

However, a brisk ten minute walk can make a huge difference to your health – it gets the heart pumping faster, can make you feel better, more energetic and improve your mood. Over time, brisk walking can help to lower the risk of serious illness like heart disease and type 2 diabetes.



The **One You** campaign is encouraging adults to start improving their health by walking briskly for 10 minutes each day and to help people are being encouraged to download the '**Active 10**' app. This free app shows how much brisk walking you're doing, when you can increase your pace and how you can fit more brisk walking into your day. It also sets goals and provides hints and tips to keep you going, and has been endorsed by the Royal College of General Practitioners (RCGP).

50,000 people have already downloaded the app and are on their way to a healthier lifestyle, so why not join them?

New prescription ordering service for Wiltshire

A new prescription ordering service run by Wiltshire Clinical Commissioning Group means local patients can order repeat prescriptions over the phone from the comfort of their own home and then collect them at a UK pharmacy of their choice.

Prescription Ordering Direct (POD) is run by a dedicated team of trained prescription coordinators supported by experienced pharmacists who are on hand for medicines advice and complex queries. The Wiltshire based telephone team is currently available for five of Wiltshire's GP Practices covering a population of 78,000 – with plans to roll the service out across the county.

The POD has been up and running for 12 weeks and during that time the teams have taken more than 7,000 calls from patients and have ordered 18,000 prescription items.

The POD is being introduced to Wiltshire GP Practices on a town-by-town basis and our aim is to roll it out to all of the county's practices over the next couple of years. Next to benefit from the service from 15 September will be surgeries in Royal Wootton Bassett.

Prescription Ordering Direct is currently available for patients at:

- Lovemead Group Practice, Trowbridge
- Giffords Surgery, Melksham
- Castle Practice, Ludgershall and Tidworth
- White Horse Health Centre, Westbury
- Avenue Surgery, Warminster

The POD is open Monday – Friday (except on Bank Holidays) from 9am – 5pm. Patients do not need to register for the service and should call when they have seven days left of their medication.

Missed appointments



Forgotten something?!

76,402
Missed appointments in Wiltshire in one year

Forgetting to cancel your appointment if you no longer need it prevents someone else from being seen.

NHS
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