



Wiltshire
Clinical Commissioning Group

WILTSHIRE SUSTAINABILITY (WINTER) PLANNING

HWB

14th December 2018

'The right healthcare for you, with you, near you.'



1st submission (06.07.18)

- Builds upon lessons learnt within BSW from best practice and from winter 2017- 2018
- Evaluates winter resilience schemes from the 2017-2018 with recommendations
- Builds on the delivery and potential of Integrated Urgent Care as commenced May 2018
- Incorporates the on-going work on reducing length of stays in hospital and will build on the demand and capacity analysis across STP
- Confirm the 5 priorities through LDB
- Wiltshire data and narrative input into BaNES and Swindon system plans

2nd submission (31.08.18)

- Following feedback from NHSE review (08.08.18)
- Review against KLOEs
- LOS improvement plan – actions and dashboard (for sign off LDB 16.08.18)

3rd submission (05.10.18)

- BSW rep at Regional Winter Event – 6th September
- NHSE feedback 14th September / Review against Pauline Phillips Preparation for Winter letter 7th September
- Reviewed at LDB 18th September
- Separate returns to NHS on winter planning: primary care, digital and quality / patient safety
- Taken to WCCG Governing Body in public and PCCC - 25th September
- CCG deep dive to understand what is driving demand across systems by postcode, diagnosis, referral and age
- Review of Demand and Capacity modelling for the South (as part of STP work)
- IA service commenced – 1st October
- Weekly Expert Panel commenced - 3rd October

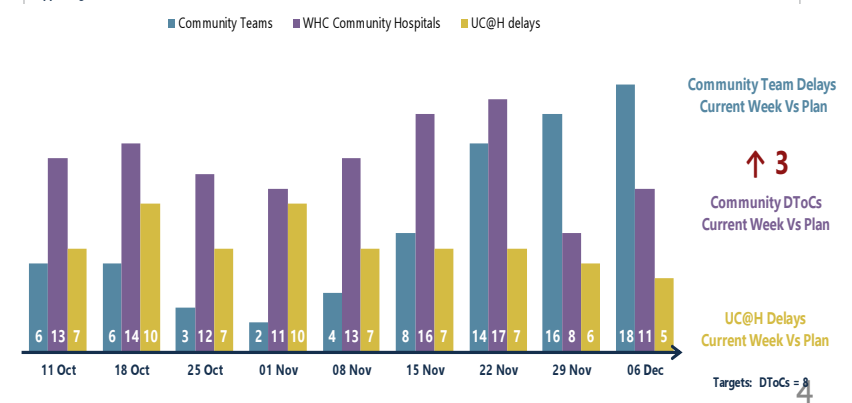
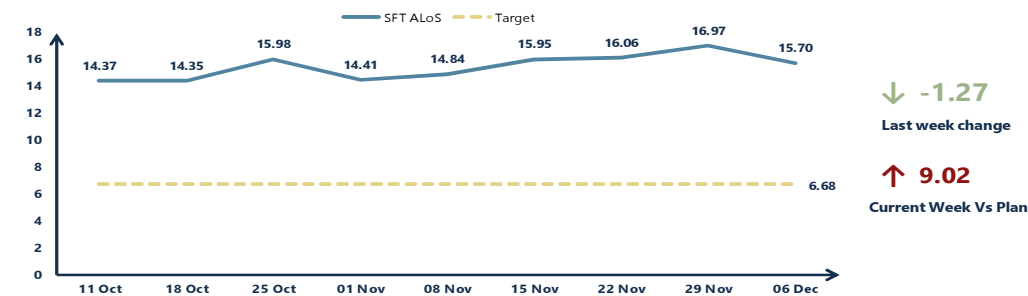
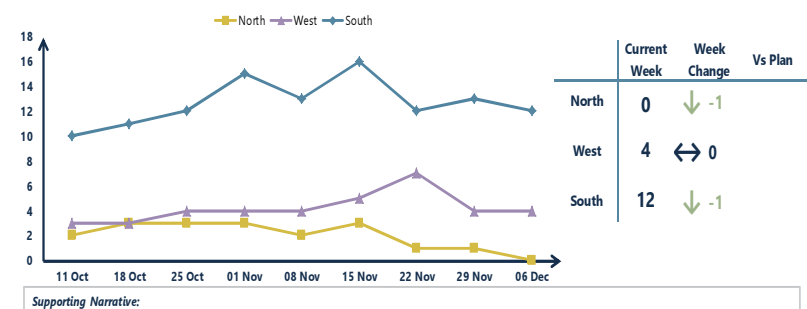
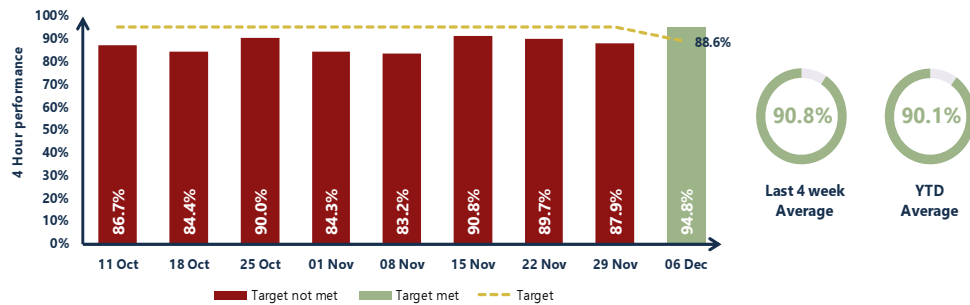
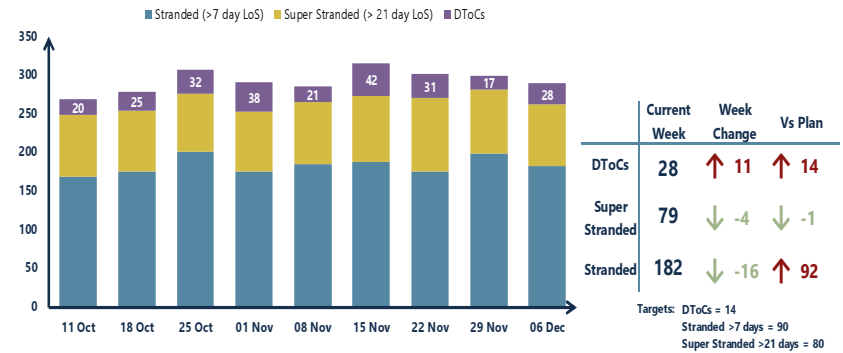
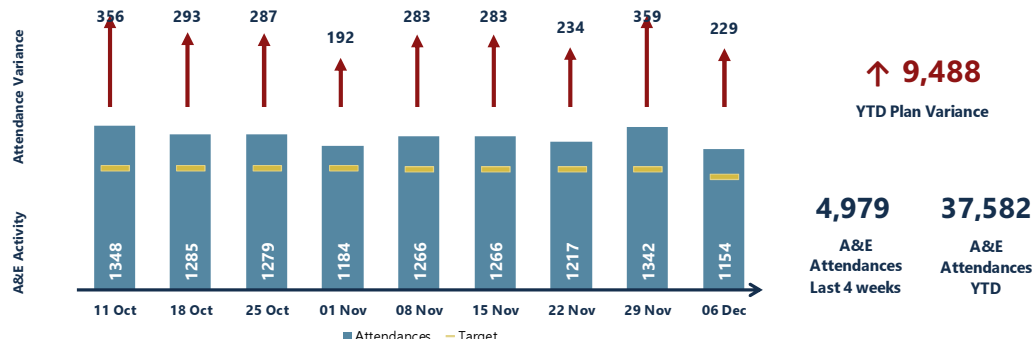
4th Iteration of Winter Plan for Wilts LDB (20.11.18)

- Q2 IAF BSW Focus on Winter – 9th October
- LDB focus on Risk Summit – 16th October to refine the Risk Register
- Winter Plan on Wiltshire Health and Wellbeing Board – 17th October
- Escalation Training (NHSE) – 13th November - cancelled
- SWAST winter workshop – 13th November
- **ECIST Community Review – 27/28 November**
- **Winter Plan – JCB (28.11.18), WCCG GB in Public (27.11.18) and HWB (14.12.18)**

ALL SYSTEM WINTER PLANS

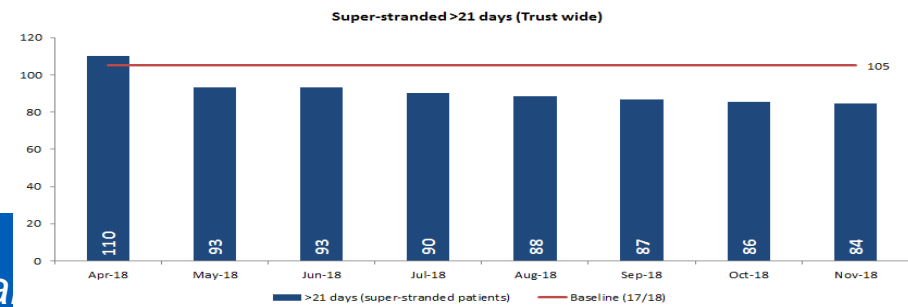
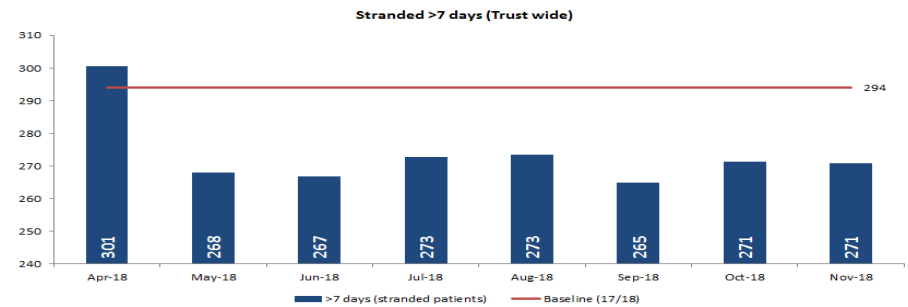
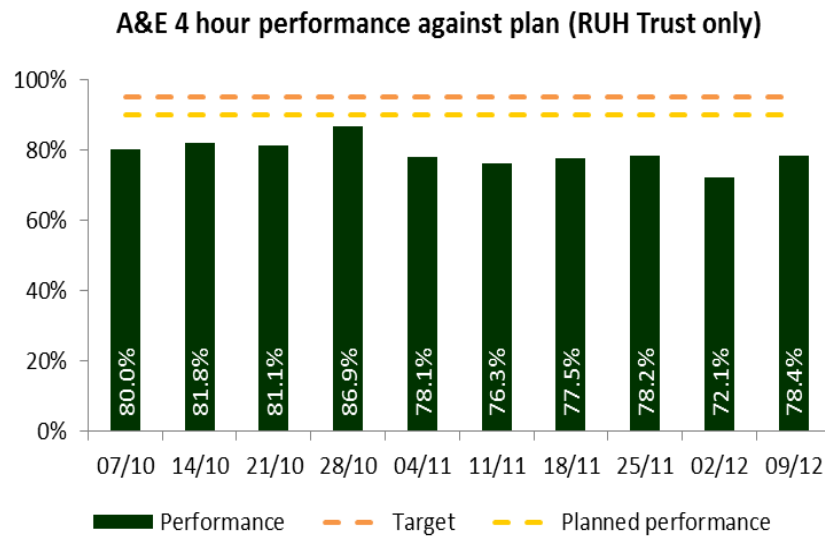
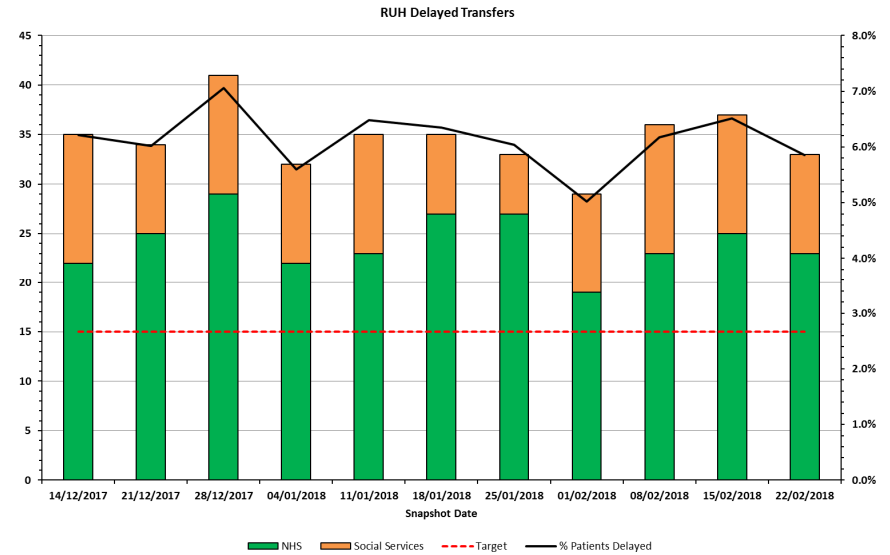
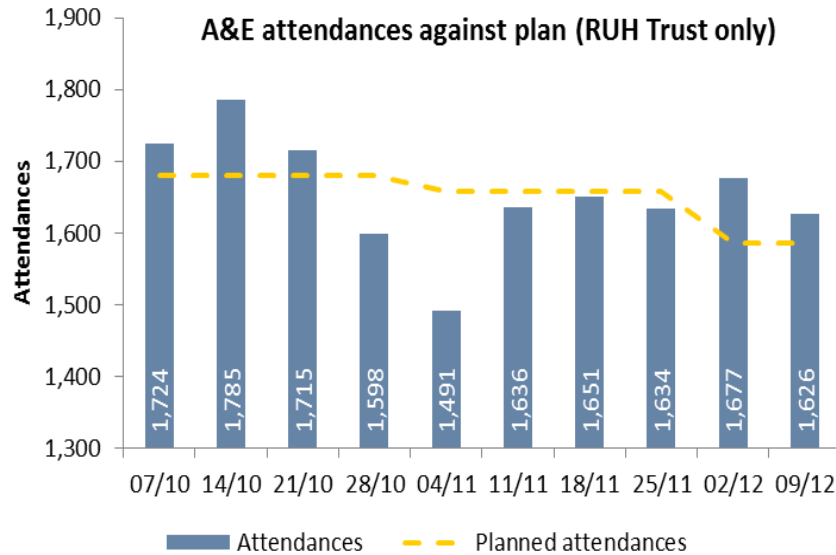
- System provider winter plans and escalation action cards reviewed and internally signed off at A&E Local Delivery Board (16.10.18)
- Weekly South System Senior Decision Makers meeting/call
- South System Action Plan in place – weekly tracker
- Actions from Expert Panel (see later)
- Winter assurance document submitted NHSE (23.11.18)
- Input and review of BaNES/RUH and Swindon/GWH plans
- Review at LDB of key focus areas

Current performance - SFT



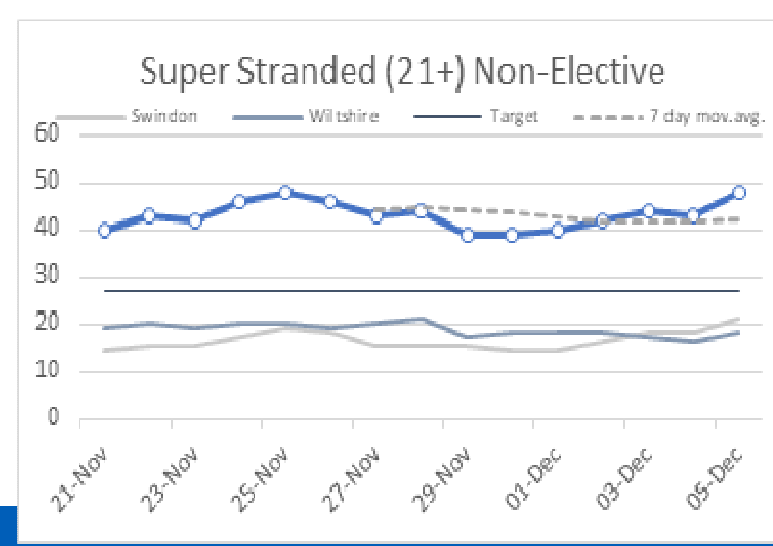
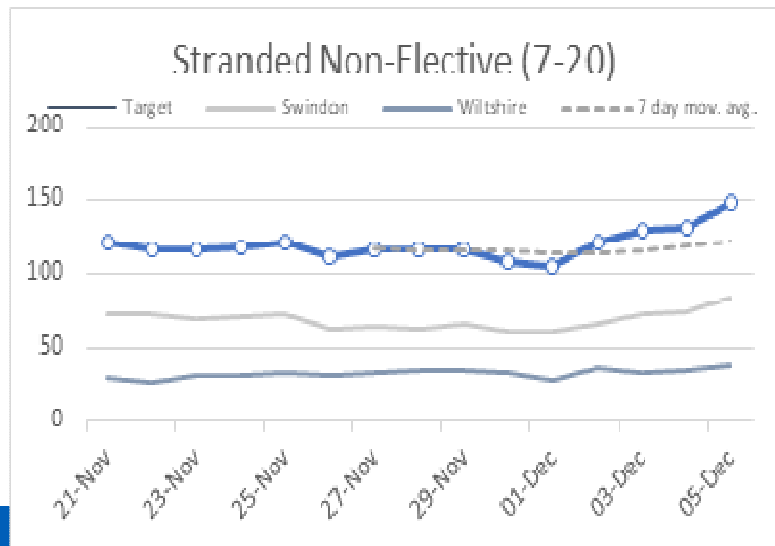
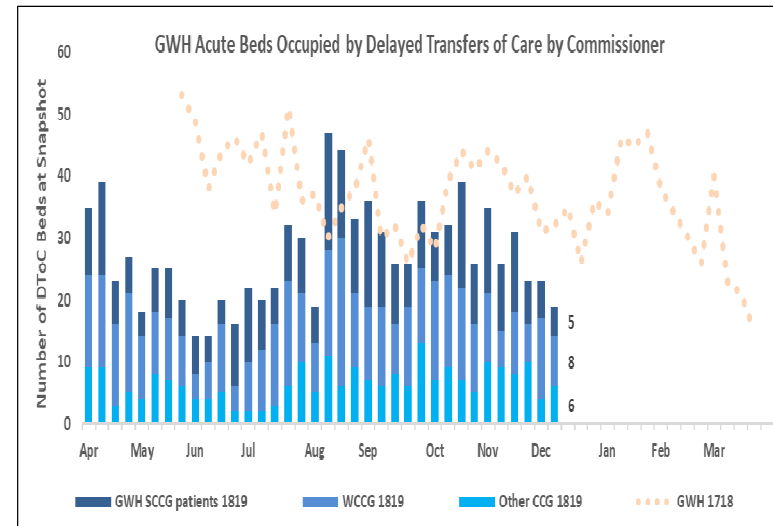
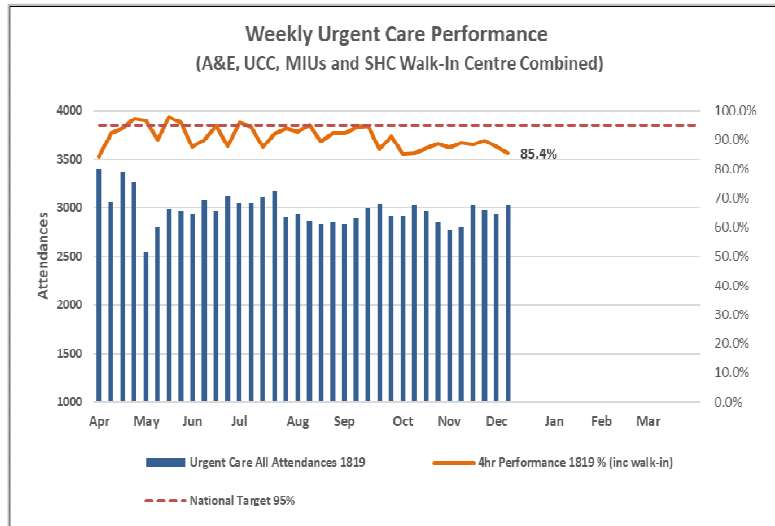
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RUH current performance



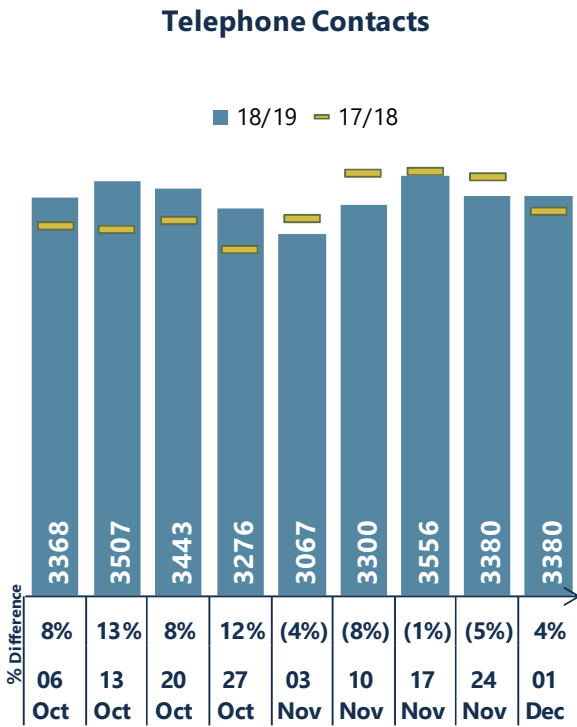
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Swindon Current Performance

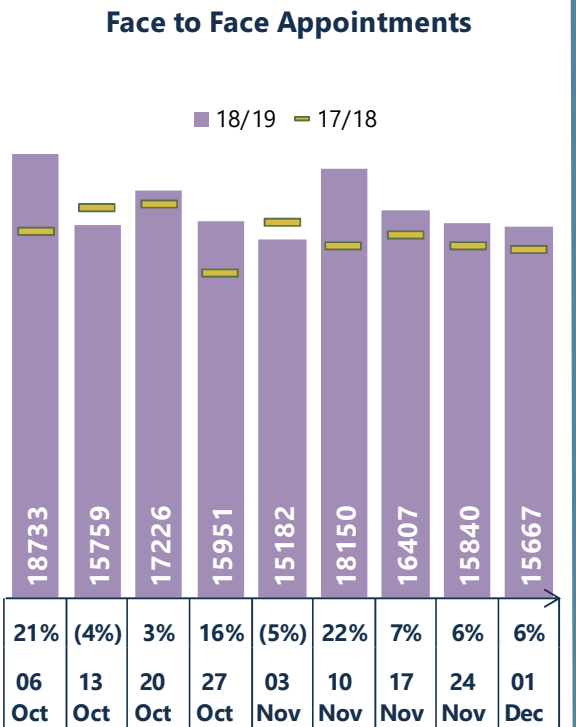


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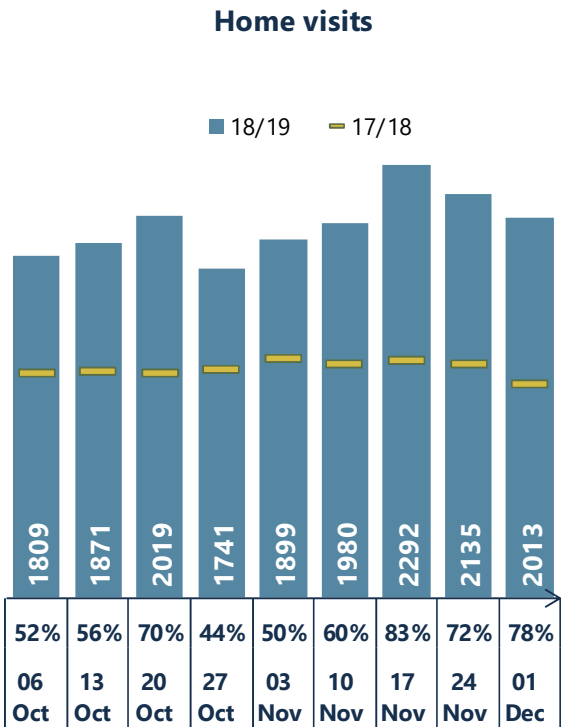
Primary Care (GP Practice) Activity



YTD % Difference: **3%**



YTD % Difference: **6%**



YTD % Difference: **54%**



Wiltshire
Clinical Commissioning Group

Provider Winter Plans

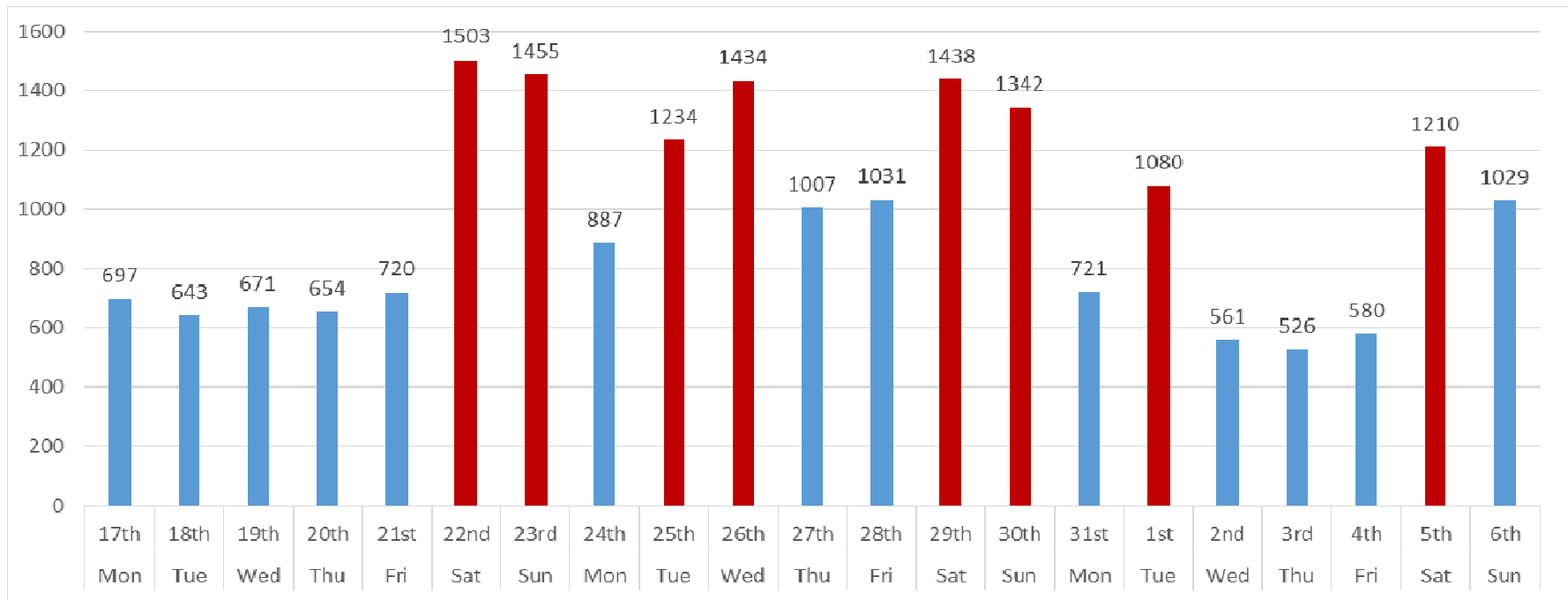
Festive Period Focus

'The right healthcare for you, with you, near you.'



BSW 111 FESTIVE ACTIVITY FORECAST

- Demand forecasts have been updated utilising last years activity (previous provider) and the demand profile experienced over the last 6 months.
- The graph below shows the forecasted volume of calls per day to 111 over the Christmas and New Year period (not including HCP direct calls to the CAS).
- Days where peak demand is expected correlate with those forecasted by SWASFT.
- One of the challenges is the pattern of the Bank Holiday days and the impact on public behaviour. For example, we have not had this pattern (with a 'normal' working day between the weekend and Christmas Day / Boxing Day) since 2007 therefore forecasting how that will impact activity is very difficult. Many expect it to be treated like a five day Bank Holiday which is why the 24th prediction is much higher than other weekdays.



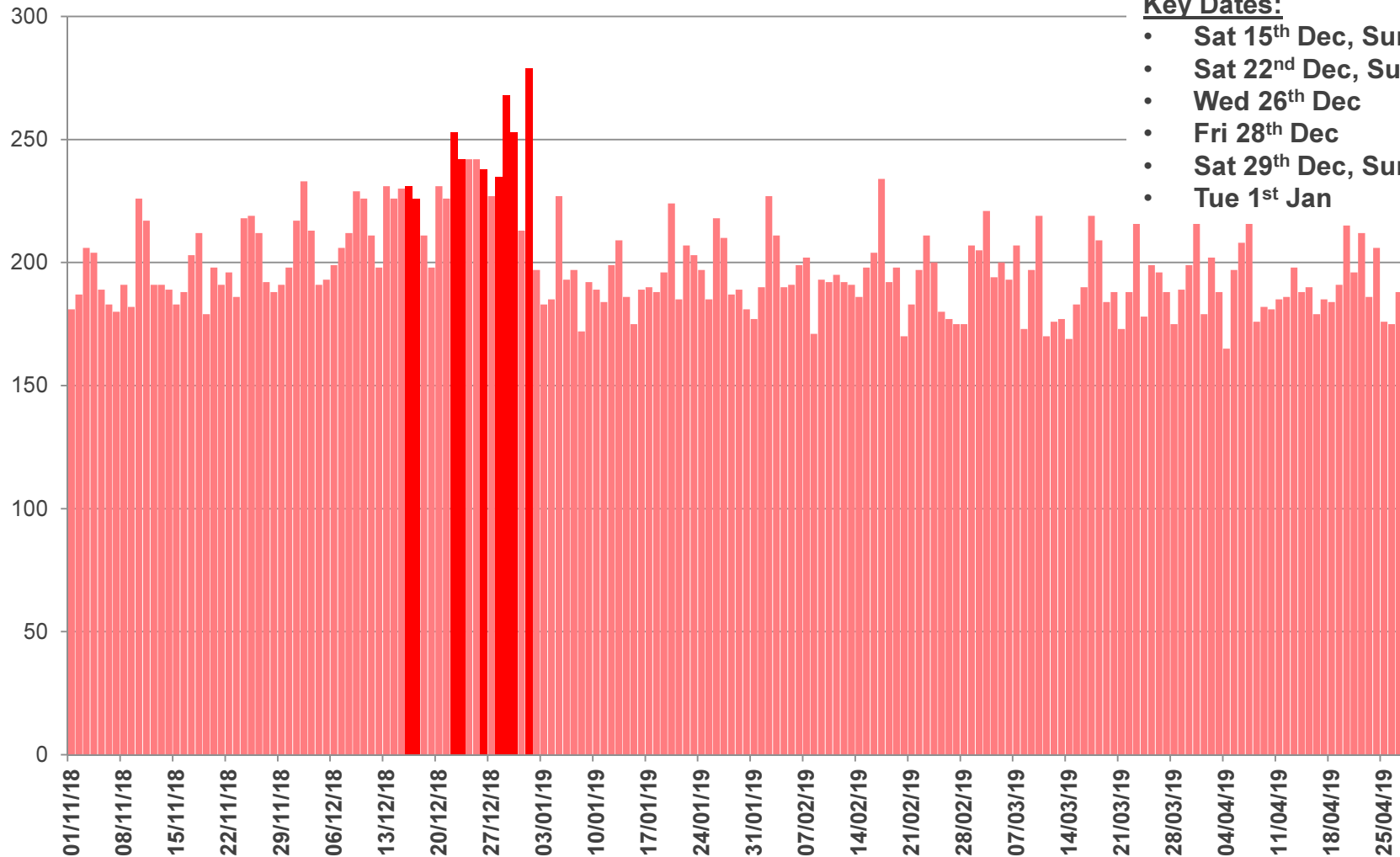
BSW 111 FESTIVE ACTIVITY FORECAST

The below heat map shows the forecasted demand profile of 111 calls per hour. This is again based on arrival patterns within existing services.

111 BSW CALL FORECAST																					
	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	1st	2nd	3rd	4th	5th	6th
00:00	21	24	23	24	30	22	29	26	16	19	37	43	21	27	21	14	19	20	24	18	20
01:00	17	13	16	16	16	20	20	21	16	19	24	23	20	18	17	14	14	13	13	16	14
02:00	17	13	12	13	14	17	17	21	8	9	21	20	16	16	17	7	10	11	11	14	12
03:00	14	13	12	12	12	14	16	18	12	14	19	17	13	15	14	11	10	10	10	11	11
04:00	11	8	13	13	10	16	14	14	15	17	19	15	16	13	11	13	11	10	8	13	10
05:00	13	10	10	12	8	14	15	16	9	10	19	11	14	14	13	8	9	10	6	12	11
06:00	20	15	18	15	16	26	24	25	26	31	23	22	25	23	21	23	15	12	13	21	17
07:00	23	25	27	23	22	50	47	30	31	35	35	32	47	44	24	27	23	18	18	40	33
08:00	33	21	22	22	25	96	83	42	91	106	34	36	92	77	34	80	19	18	20	78	59
09:00	26	19	21	20	18	120	105	33	141	163	30	25	115	97	27	123	18	16	14	97	75
10:00	22	19	17	19	20	119	112	28	141	163	29	29	114	103	23	123	15	15	16	96	79
11:00	21	18	21	17	18	110	114	27	106	123	26	26	105	106	22	93	18	14	15	88	81
12:00	22	16	18	17	20	93	97	29	98	114	26	28	89	90	23	86	15	14	16	75	69
13:00	22	15	23	18	19	85	87	28	71	82	28	28	81	80	23	62	20	15	15	68	61
14:00	20	18	26	18	22	82	78	25	69	80	27	32	79	72	20	61	21	14	18	66	55
15:00	18	16	20	19	24	75	73	23	48	55	30	34	72	68	19	42	17	16	19	61	52
16:00	22	19	23	19	21	76	76	29	57	66	30	30	73	70	23	50	19	15	17	62	54
17:00	36	38	36	30	35	74	72	46	51	59	47	51	71	66	37	45	30	24	29	60	51
18:00	70	72	75	66	86	75	86	88	45	53	101	124	72	79	72	40	63	53	70	60	61
19:00	65	68	59	67	77	87	79	82	43	50	104	110	84	73	67	37	50	54	62	70	56
20:00	63	55	61	66	72	85	68	80	36	42	101	103	82	63	65	31	51	53	58	69	48
21:00	54	57	48	55	56	60	62	69	43	50	85	80	57	57	56	37	40	44	45	48	44
22:00	40	37	42	42	43	54	50	51	37	43	65	62	51	46	41	32	35	34	35	43	35
23:00	28	35	27	29	35	31	31	36	25	29	45	49	30	28	29	22	23	23	28	25	22
Total	697	643	671	654	720	1503	1455	887	1234	1434	1007	1031	1438	1342	721	1080	561	526	580	1210	1029

Predicted SWAST

Wiltshire Activity Forecast 2018/19



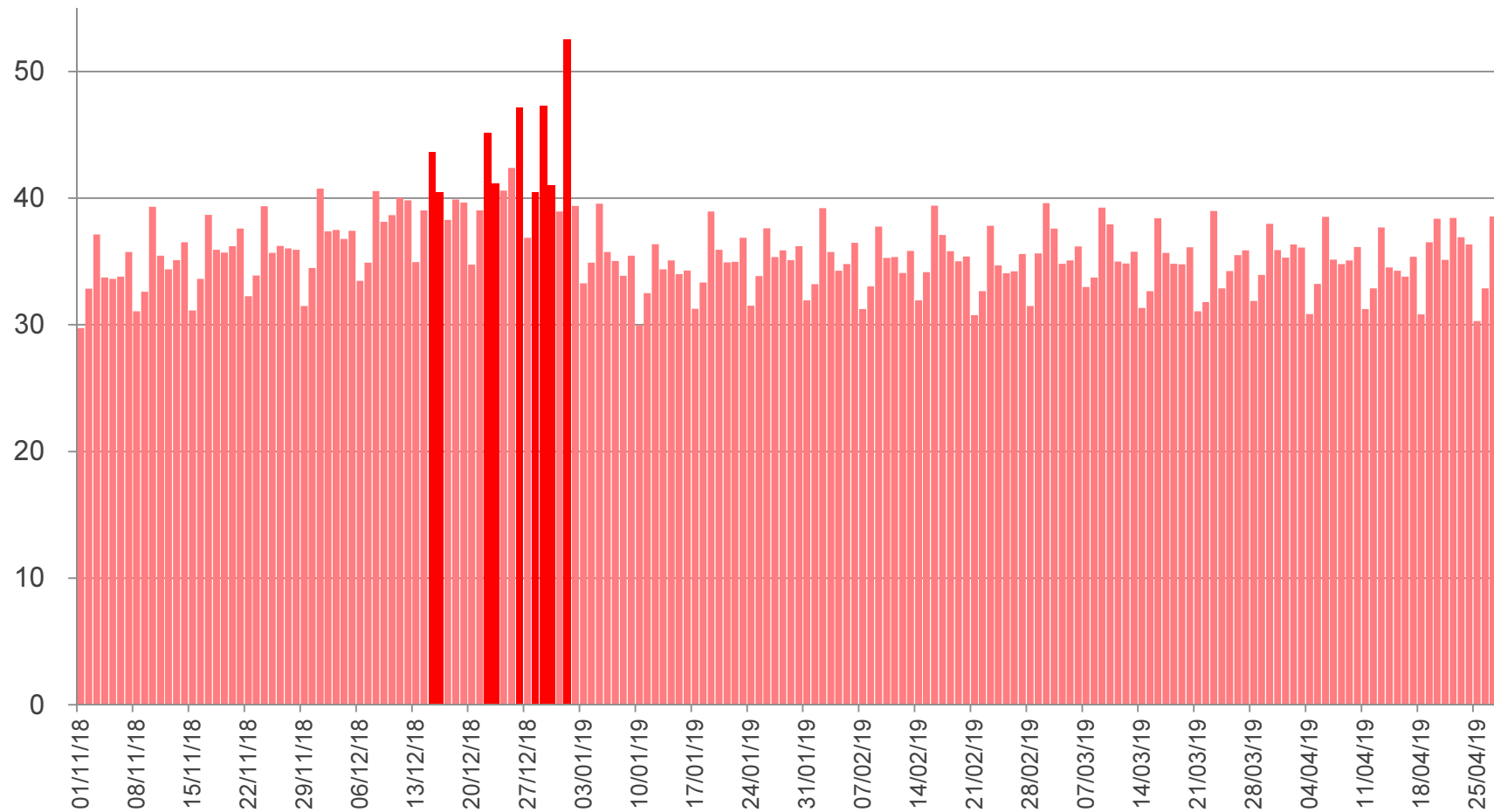
Key Dates:

- Sat 15th Dec, Sun 16th Dec
- Sat 22nd Dec, Sun 23rd Dec
- Wed 26th Dec
- Fri 28th Dec
- Sat 29th Dec, Sun 30th Dec
- Tue 1st Jan

Predicted SWAST ED Conveyance



Forecasted SWAST ED Conveyance to SFT

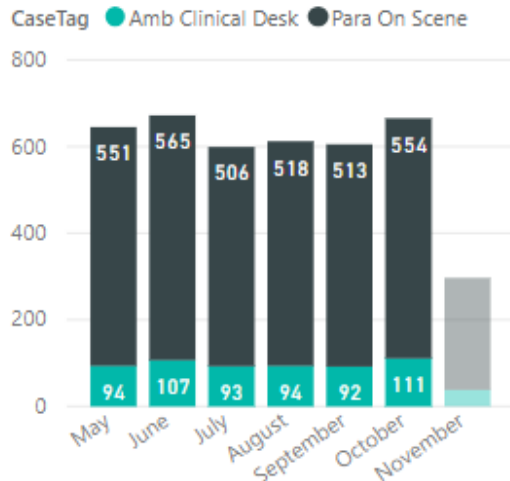


AMBULANCE ACTIVITY & CONVEYANCE

Medvivo & SWAST have commenced two key work streams in terms of the BSW Integrated Urgent Care Service (including 111) and the Ambulance Service:

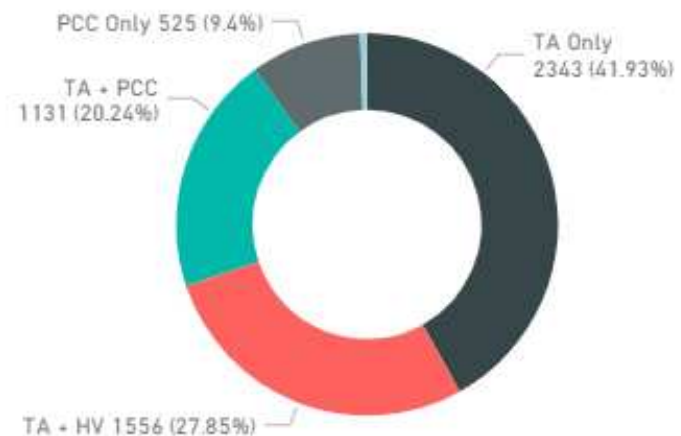
1. Ensure Paramedics make full use of their direct access to the Clinical Assessment Service (CAS) 24/7 in order to work together to avoid conveyance / admission where appropriate. Update on next slides.
2. Further reduce the number of referrals from 111 to the Ambulance Service. Awaiting a risk profile for Cat 2 calls from Medical Director SWAST to generate a list of suggested Cat 2 Dx codes that could be held at 111 for clinical review along with a defined time period within which that review must take place. Once this is available it will be presented to the IUC Clinical Governance Group for sign off (4th December 2018).

AMBULANCE CAS REFERRALS



- All healthcare professionals have direct access to the Clinical Assessment Service (CAS) via a dedicated number. Paramedics are able to request a call back from a clinician within the CAS (to them or the patient) e.g. to discuss admission avoidance or to directly book a face to face appointment for a patient at one of the BSW Primary Care Centres.
- The graph on the left shows the number of calls to the BSW IUC CAS from the Ambulance Service. Medvivo has seen a small in uplift in referrals since SWAST circulated updated communications encouraging the use of the line. Designs for a sticker to be put in Ambulances with the contact details on have been submitted to SWAST to give a further prompt to crews.

- The diagram on the right measures the clinical input provided by the IUC Service for the referrals received directly into the CAS from the Ambulance Service. On average;
- 42% receive a telephone consultation only
- 20% receive a telephone consultation followed by a face to face assessment at an OOH primary care centre
- 9% are directly bookended into a face to face assessment at an OOH primary care centre
- 28% receive a telephone consultation followed by a home visit
- This type of data, combined with activity profiles will be utilised to support resource planning moving forwards.



AMBULANCE CAS REFERRAL OUTCOMES

The table below shows the outcomes of cases for patients referred by the Ambulance Service via the direct line.

Outcome	May		June		July		August		September		October		6 Month Total	
No follow up - call again as needed	314	49%	285	42%	252	42%	286	47%	255	42%	282	42%	1674	41%
OGP follow up	192	30%	205	31%	168	28%	180	29%	201	33%	223	34%	1169	29%
Referred to Secondary Care (SC)	57	9%	98	15%	66	11%	60	10%	79	13%	75	11%	435	11%
Information Only	49	8%	49	7%	71	12%	47	8%	42	7%	49	7%	307	7%
Referred to Emergency Services	7	1%	8	1%	15	3%	15	2%	13	2%	14	2%	72	2%
Referred to / advised to attend community service	16	2%	11	2%	15	3%	9	1%	10	2%	8	1%	69	2%
Failed Encounter / DNA	9	1%	13	2%	6	1%	11	2%	5	1%	13	2%	57	1%
Referred to Mental Health Service	0	0%	2	0%	4	1%	1	0%	0	0%	1	0%	8	0%
Referred to Palliative Care Service	1	0%	0	0%	1	0%	2	0%	0	0%	0	0%	4	0%
Referred for Community Bed Admission	0	0%	1	0%	1	0%	1	0%	0	0%	0	0%	3	0%
Grand Total	645		672		599		612		605		665		4095	
Non-conveyance Supported	523	81%	504	75%	441	74%	479	78%	466	77%	514	77%	2927	71%

It demonstrates excellent outcomes in terms of supporting non-conveyance / admission avoidance.

41% of cases were closed with no follow up required and 71% were either closed with no follow up or referred to a primary care or a community service.

Information only cases are those where a Paramedic calls to provide an update that may support any future patient contacts or to ask for information to be passed to the patient's own GP.

All cases closed following a failed encounter undergo a risk assessment by a member of the Clinical Team. For medium or high risk cases this includes contacting allied services such as local hospitals and if required arranging a welfare visit.

AMBULANCE CAS REFERRAL OUTCOMES

Some primary outcomes can then be further split by a secondary outcome such as speciality and a tertiary outcome such as location as per the below tables

Referred to Secondary Care (SC)	May	June	July	August	September	October	6 Month Total	6 Month %
ED	36	58	42	40	42	43	261	60%
Medics	7	15	14	8	18	16	78	18%
Paeds	9	12	7	2	11	8	49	11%
Surgeons	3	9	3	6	7	5	33	8%
Other Speciality	0	3	0	0	1	0	4	1%
ENT	0	0	0	3	0	0	3	1%
Gynae	1	0	0	0	0	2	3	1%
Obstetrics	1	0	0	0	0	1	2	0%
Ophthalmology	0	1	0	0	0	0	1	0%
Urology	0	0	0	1	0	0	1	0%
Total	57	98	66	60	79	75	435	100%

This data provides useful information in order to identify opportunities to improve patient pathways such as increasing the number of referrals direct to specialities where possible to prevent presentation at ED.

Referred to Secondary Care (SC)	May	June	July	August	September	October	6 Month Total	6 Month %
Royal United Hospital	18	36	30	27	36	29	176	40%
Great Western Hospital	17	28	18	16	22	23	124	29%
Salisbury Foundation Trust	19	29	15	14	20	20	117	27%
Other	3	5	3	3	1	3	18	4%
Total	57	98	66	60	79	75	435	100%

Salisbury Foundation Trust	May	June	July	August	September	October	6 Month Total	6 Month %
ED	10	14	5	8	7	10	54	46%
Medics	2	8	4	3	6	5	28	24%
Paeds	5	4	5	1	1	4	20	17%
Surgeons	1	1	1	1	6	1	11	9%
ENT				1			1	1%
Gynae	1						1	1%
Ophthalmology		1					1	1%
Other Speciality		1					1	1%
Total	19	29	15	14	20	20	117	100%

PRIMARY CARE PLANS

- Guidance to all practices for repeat medication requests to avoid patients running out of medication
- Local primary care initiatives to support residential and nursing homes to reduce avoidable attendances and admissions



<p>ALL meds requested are on a 28 day repeat cycle and are not CDs or “when required” items</p>	<p>Patients on a 56 day cycle Or if any med given from acute, CDs, “when required” meds</p>
<p>Increase to 56 days, issue and then revert to 28 Patient must understand this is an exception, we are not permanently increasing their Rx All painkillers, especially those that are <i>Codeine</i> based (e.g. <i>Zapain</i>), to be treated as “when required” items. However, consider <i>Diazepam</i> and <i>Zopiclone</i> to be treated as CDs <i>Methotrexate</i>, <i>Azathioprine</i>, <i>Sulfasalazine</i>, <i>Leflunomide</i> & <i>Lithium</i> to be queried with pharmacist before issuing extra</p>	<ul style="list-style-type: none"> • Advise patient when they are due next and explain that we’ll exceptionally accept requests 14 days in advance due to Christmas to ensure they get their Rx on time • If a “when required” item is given regularly (e.g. paracetamol, Epimax), check with pharmacist if can be increased to cover 28 extra days • All acutes to be referred to pharmacists as per usual procedure, pharmacist may decide to increase supply to cover Xmas holiday

- Plans in place to support patients with long-term conditions and high-risk groups, including monitoring illness patterns in the local community and weather changes that may affect patient cohorts;
- Practices are clear on their Business Continuity Plans covering the risks, impacts and associated plans for managing disruptive incidents such as staff sickness and absence, and adverse weather, and loss of essential services.

Posts



Primary Care Additional Capacity

Locality	Area	Core Hours (08:00-18:30)	Extended Hours	Improved Access
North	Chippenham	100%	100%	100%
North	East Kennet	100%	100%	100%
North	Calne	100%	100%	100%
North	North Wilts	100%	100%	100%
South	Sarum North	100%	In discussion	In discussion
South	Sarum South	100%	In discussion	In discussion
South	Sarum West	100%	100%	100%
West	West Wiltshire	100%	100%	100%
Bank Holidays and County-wide provision				

'The right healthcare for you, with you, near you.'

Salisbury Walk in Centre Service

Walk in Service

- Moved to Millstream 1st October 2018 to provide more space
- Mon- Fri 18:30-22:00 and 08:00-20:00 Weekends and Bank Holiday
- Open through out Winter including Christmas and New Year
- Operate 2nd and 3rd on-call rota to increase clinical capacity if unexpected demand

Kids Health 1st Clinic

- Booked appointments for Children 17 and under
- Open Monday to Friday, Boxing Day and New Years Day
- Book through 111 or GP practice



The poster features the 'Kids Health First' logo at the top right, with a blue cross icon. The main text is in white and yellow on a blue background. It asks 'Is your child unwell?' and provides booking information for a same-day GP appointment. The address is 'Salisbury Walk in Health Centre, Avon Approach, Salisbury, SP1 3SL'. It also states 'SERVICE OPEN TO ALL CHILDREN UNDER 17' and 'Patients can also be referred by their Doctors' Practice'. At the bottom, it says 'CALL 111 or 01722 331191'. There is a circular inset image showing a young girl being examined by a healthcare professional.

Kids HEALTH first.
At Salisbury Walk in Health Centre NHS

Is your child unwell?

Book a same day appointment to see a GP:
18:30 to 22:00 Monday to Friday

Salisbury Walk in Health Centre,
Avon Approach,
Salisbury,
SP1 3SL

SERVICE OPEN TO ALL CHILDREN UNDER 17
Patients can also be referred by their Doctors' Practice

CALL 111
or 01722 331191

19

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CURRENT AND ADDITIONAL OUT OF HOSPITAL CAPACITY

20

'The right healthcare for you, with you, near you.'

Wiltshire Council ASC Winter Funding

For Wiltshire, the allocation of the adult social care winter pressure grant is £1.8m. This funding has specific grant conditions with an aim to reducing delayed transfers of care and cannot be used for recurring expenditure. The initiatives the government have announced to date are:

- home care packages to speed up patients move out of hospital
- re-ablement packages, which support workers to help patients carry out everyday tasks and regain mobility and confidence
- home adaptations, including new facilities for personal care, such as adapting a shower room if a patient has limited movement

Wiltshire Council Proposals:

1. Prevention

- There are currently in excess of 100 social care clients in the community waiting for care packages.
- A proportion of the grant commissioning additional market capacity as well as additional re-ablement capacity to prevent these people being admitted to hospital.

2. Hospital Flow and Discharge

- The remainder of the grant on improving hospital flow and social care discharges from acute settings. This will be allocated based on the proportion of the social care DTOC numbers over the last three months:

ASC Delayed days	3 Month Average
GWH	12%
RUH	15%
SFT	42%
AWP	7%
Community Hospitals	22%
Other	2%
Total	100%

	SERVICE	RESOURCE	DATE IN PLACE	FUNDING
WILTSHIRE WIDE Pop 492,763 (Sept 18)	Community Hospital beds (Chippenham, Warminster and Savernake)	88 beds	Existing	WHC CONTRACT
	Intermediate Care	65 beds	Existing	BCF
	HomeFirst / HomeFirst+	85,500 hours	Mob timeline	BCF
	Urgent Care @ Home	Baseline provision approx. 65 POC/mth	Existing	BCF
	HTLAH Alliance	Baseline provision is c18,000 hours per week. New HTLAH Alliance has added 10 new providers to Wiltshire who will be building new capacity.	1 st Nov	WC current contracts
	County wide - Peripatetic Social Work Team	Locum Social Workers (x 4 countywide)	26 th Nov	ASC winter
	Peripatetic Social Work Team manager	X 1 Specialist manager	1 st Dec	ASC winter
	HTLAH block contracts for additional winter capacity for dom care and Reablement	Tender closed (23.11.18)	14 Dec	WC
SOUTH/SFT 31% of pop 36% of activity to SFT	Step down Social Care D2A 3 - Bartlett House, x1 - Avonbourne Care Centre, x1 - Willowcroft x1 - Buckland Court	6 beds OSJ	1 st Oct	ASC winter
	Age UK Home From Hospital Services	VCS support for discharge reviewed and scope expanded	15 th Oct	ASC and CCG
	Dementia Nursing beds – Longbridge Deverill	2 beds (countywide resource)	1 st Nov	ASC winter
NORTH EAST/GWH 36% of pop 26% of activity to GWH	Step down Social Care D2A (Athelstan House)	4 OSJ	1 ST Nov	ASC winter
	Dementia Nursing beds – Brunel Hse	2 beds (countywide resource)	Tbc	ASC winter
	Step down beds (mitigation HF recruitment) Bassett House	6	From 17 th Dec	BCF (HF envelope)
	Additional beds on Ailesbury	4	21 st Jan 19	CCG
WEST/ RUH 8% pop 33% of activity	Step down Social Care D2A (Hungerford House)	4	1 st Nov	ASC winter
	Dementia Nursing beds Trowbridge Oaks	2 beds (countywide resource)	1 st Nov	ASC winter

SOUTH WILTSHIRE COMMUNITY REVIEW – ECIST SUPPORT

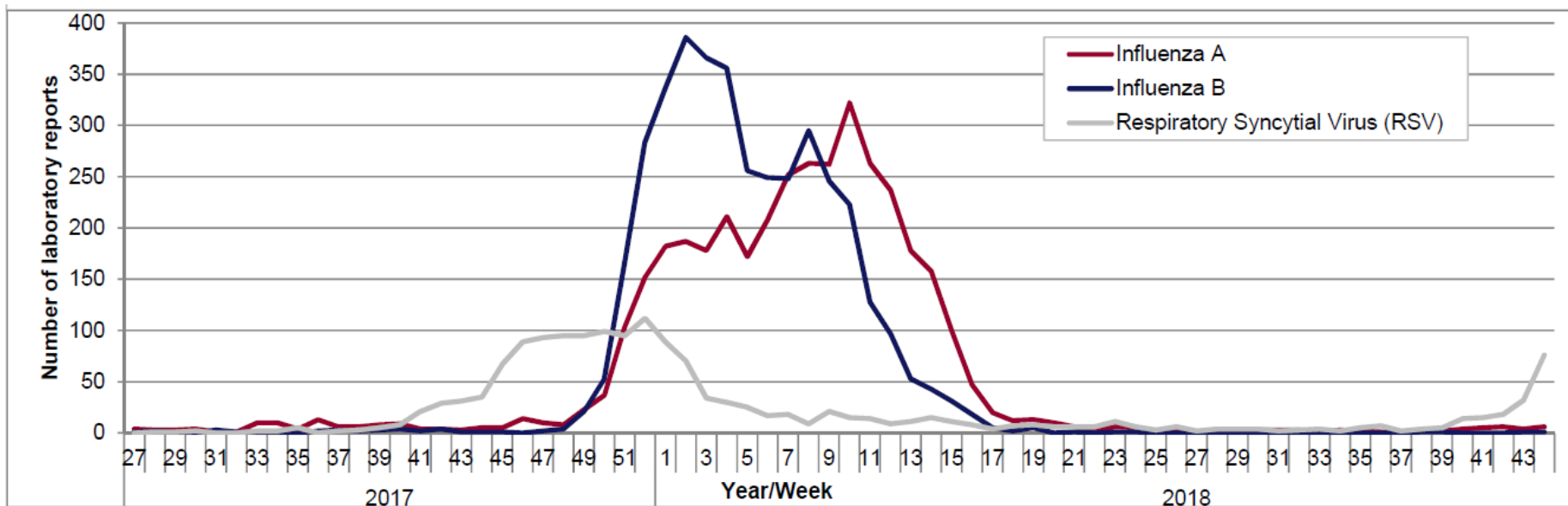
- 27/28 November
- Align to learning from Expert Panel
- Review of process through the Integrated Discharge Team.
- Review of site and operational reporting
- Review of referral process and pathways
- Review of community teams case management and transfer of cases.

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FLU UPDATE

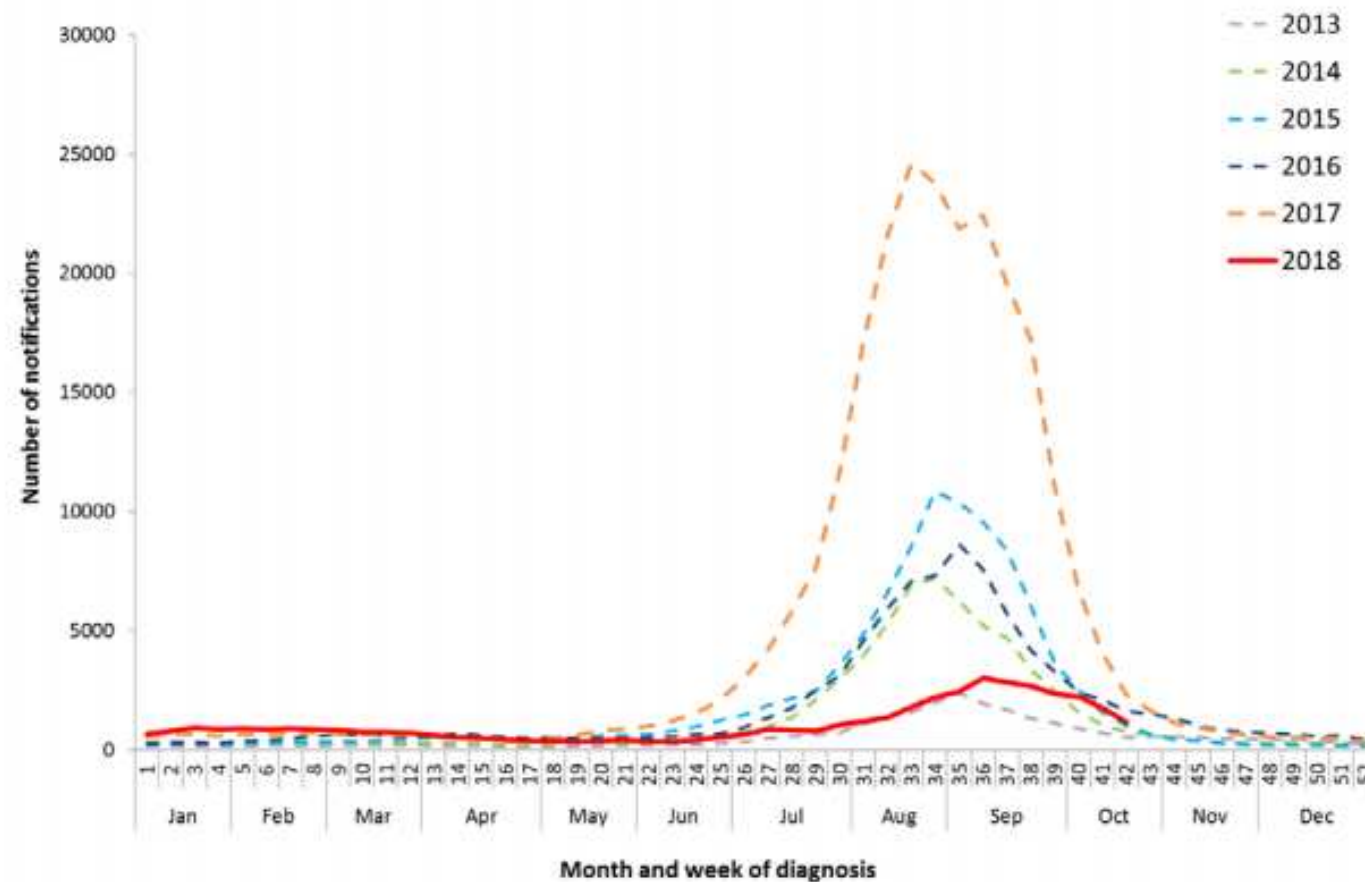
As of week ending 16/11/2018 influenza rates are the same as the same time period last year. The rate of Respiratory Syncytial Virus (RSV) is less than the same time period last year, but is rapidly increasing.

Outbreaks across Wiltshire have been limited to 3, all 3 were reported in care homes, 1 was confirmed RSV, 1 confirmed Chest infections and final one is currently awaiting the results of swabs taken. Admission to secondary care due to influenza remain low at this point in time. The below graph illustrates the confirmed laboratory influenza rates.



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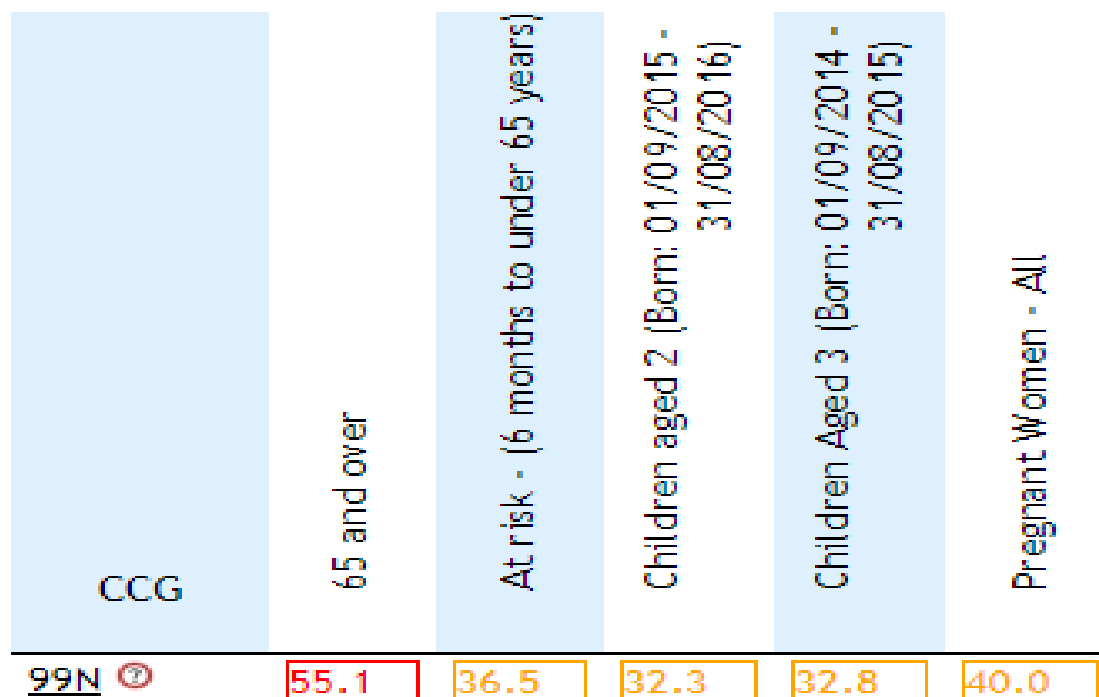
The below graph represents the Australian (southern hemisphere) influenza season for 2018. The red line shows the current confirmed laboratory influenza rate. The northern hemisphere mirrors the southern hemisphere for influenza and the predictions for influenza season appears to be that of a significantly lower circulation in comparison to 2017/18.



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Flu Vaccine uptake rates

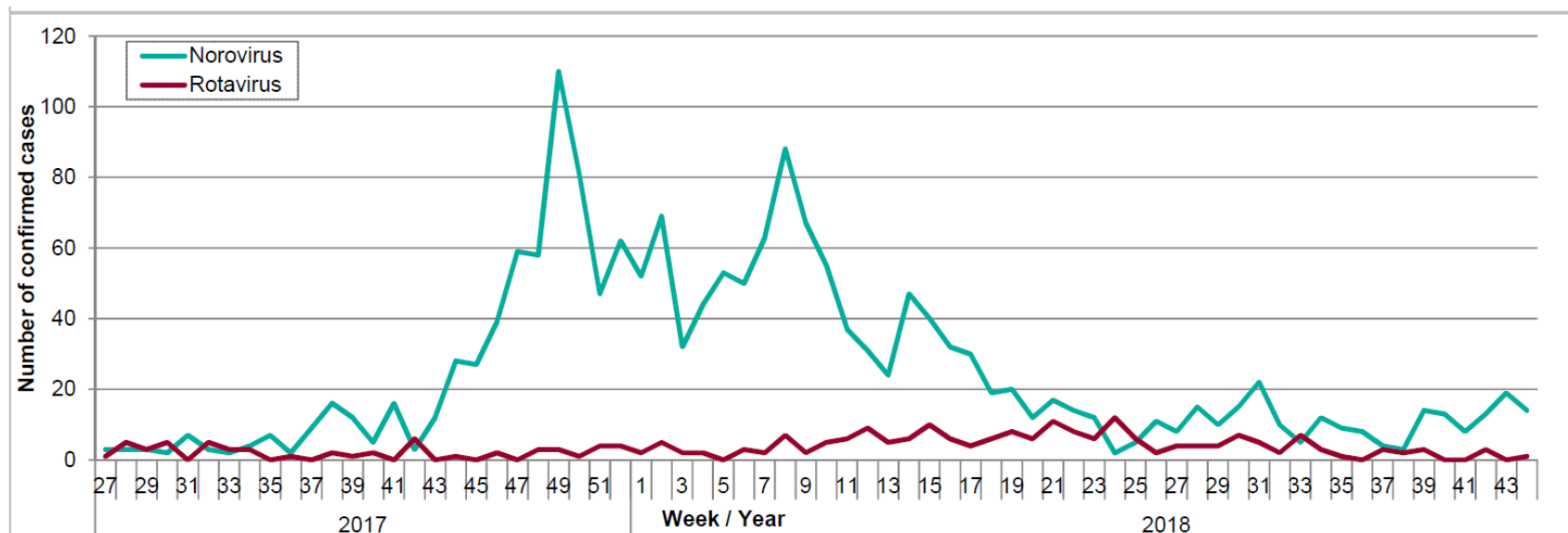
- The below table indicates the current vaccine uptake rates for Wiltshire
- This year has been challenging due to the staggered delivery for the aTIV vaccine for the over 65 age group
- It is anticipated that following the final delivery last week these uptake rates should increase



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IP&C

- Currently across the whole health economy we are experiencing increased rates of Norovirus and Gastrointestinal outbreaks
- The below graph illustrates the current rates across the south west
- Wiltshire have so far had 17 outbreaks, 5 in education settings, 1 in hospital setting and 11 in care homes
- WCCG in collaboration with Wiltshire council, PHE and NHE held a workshop for care home staff aimed at the prevention and management of infectious outbreaks



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COMMUNICATIONS PLAN

NHS

Don't wait until you feel worse, ask us first.

You can help us help you if you start to feel unwell with a winter illness. Even if it's just a cough or cold, speak to your pharmacist before it gets more serious.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/staywell

Prameet Shah
Pharmacist

NHS

Do you have?

- heart disease
- kidney disease
- liver disease
- diabetes
- COPD (e.g. bronchitis or emphysema)

Flu can be serious and lead to hospitalisation. Speak to your GP surgery or pharmacy today about getting a flu jab. It's free because you need it.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/flu vaccine

Cheryl Sowell
Registered Nurse

NHS

Think you need medical help right now? Call 111

You can help us help you get the right medical attention urgently. Our fully trained advisors are available 24 hours a day and can put you straight through to healthcare professionals.

HELP US HELP YOU
KNOW WHAT TO DO

Heidi Nielsen,
Nurse

NHS

We're here to help you stay well this winter

Some important information from the NHS to help you stay well this winter.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/staywell

Richard Pile, GP

Around the clock healthcare this autumn

Having access to the many healthcare services in Wiltshire can make it confusing to know where to go for the right advice and treatment.

Because it's confusing people very often go straight to a hospital or to their GP, regardless of their healthcare requirement. However more often than not, advice and treatment can be sought from a wide range of options without the need to go for a visit to A&E or your GP surgery.

Being responsible for our own health and making the right decision about the type of advice and treatment we need, means we're actively helping to ease the strain on a pressurised NHS and freeing up precious time for our doctors and healthcare professionals, allowing them to focus on those people who need their services the most.



NHS Choices

- UK's biggest website: www.nhs.uk
- Wiltshire advice available at: www.yourcareyoursupportwiltshire.org.uk

✓ Advice on how to stay well during the autumn ✓ Tips on treating a number of minor ailments

Pharmacy

- Medicine experts who can provide advice on common ailments
- See your pharmacist at the first sign of illness
- Many pharmacies can be found in supermarkets

✓ Cold ✓ Sinusitis ✓ Aches and pains ✓ Alcohol advice
✓ Flu ✓ Sore throats ✓ Skin rashes ✓ Stop smoking advice

GP

- Most GP surgery services are available Mon - Fri: 8am - 6.30pm
- Deal with a range of health problems and also run clinics and carry out simple operations

✓ Coughs that have lasted three weeks or more
✓ Frequent and severe migraines
✓ New moles appearing or existing moles changing shape, size or colour
✓ Conditions that can't be treated with over the counter medication or advice from a Pharmacist

GP out of hours

- Available for when you can't wait to speak to your GP Practice the next day
- Available 6.30pm - 8am and all day at weekends and bank holidays
- Call NHS 111 to access this service

A&E

- Provides emergency care for people who have a life-threatening illness or injury
- Available 24 hours a day, 365 days a year
- Only use an A&E service in very serious or life-threatening situations

✓ Stroke ✓ Severe bleeding ✓ Choking
✓ Persistent, severe chest pain ✓ Severe burns or scalds ✓ Heart attack
✓ Breathing difficulties ✓ Fits that do not stop ✓ Severe head injury

NHS 111

- Dial 111, a free non-emergency phone service
- Available 24 hours a day, 365 days a year
- Trained call handlers to help you

✓ Medical help and advice that is not an emergency
✓ Advice about which NHS service to use
✓ Information and support about what to do next

Walk-in centre

- Treats non life-threatening minor illness and injuries
- Run by clinicians who will see you on a first come, first served basis. You don't need to book an appointment
- Salisbury Walk-in Health Centre, Avon Approach, SP1 3SL. The centre is open:
Mon - Fri: 6.30pm - 10pm
Sat - Sun and bank holidays: 8am - 8pm

✓ Ear infection ✓ Rashes
✓ Burns and strains ✓ Cuts and bruises
✓ Stomach upsets ✓ Emergency contraception

Minor injuries unit

- Treats non life-threatening minor injuries
- Run by nurses who will see you on a first come, first served basis. You don't need to book an appointment
- MiUs are in the community hospitals at:
 - Chippenham, Rowden Hill, SN15 2AJ
 - Trowbridge, Adcroft Street, BA14 8PH
- Both services are open 7am - 11pm

✓ Cuts and grazes ✓ Minor chest injuries
✓ Wound infections ✓ Sprains and strains
✓ Minor burns and scalds ✓ Splinters
✓ Minor eye injuries ✓ Simple fractures
✓ Minor head injuries ✓ Dislocations
✓ Minor back injuries

www.wiltshireccg.nhs.uk

#RightPlaceRightTime

Themed weeks which will see coordinated press, social media and website activity and tie in with PHE/NHSE comms grid and schedule for winter and flu.

Themed weeks would be led by an STP-wide press release and related activity.

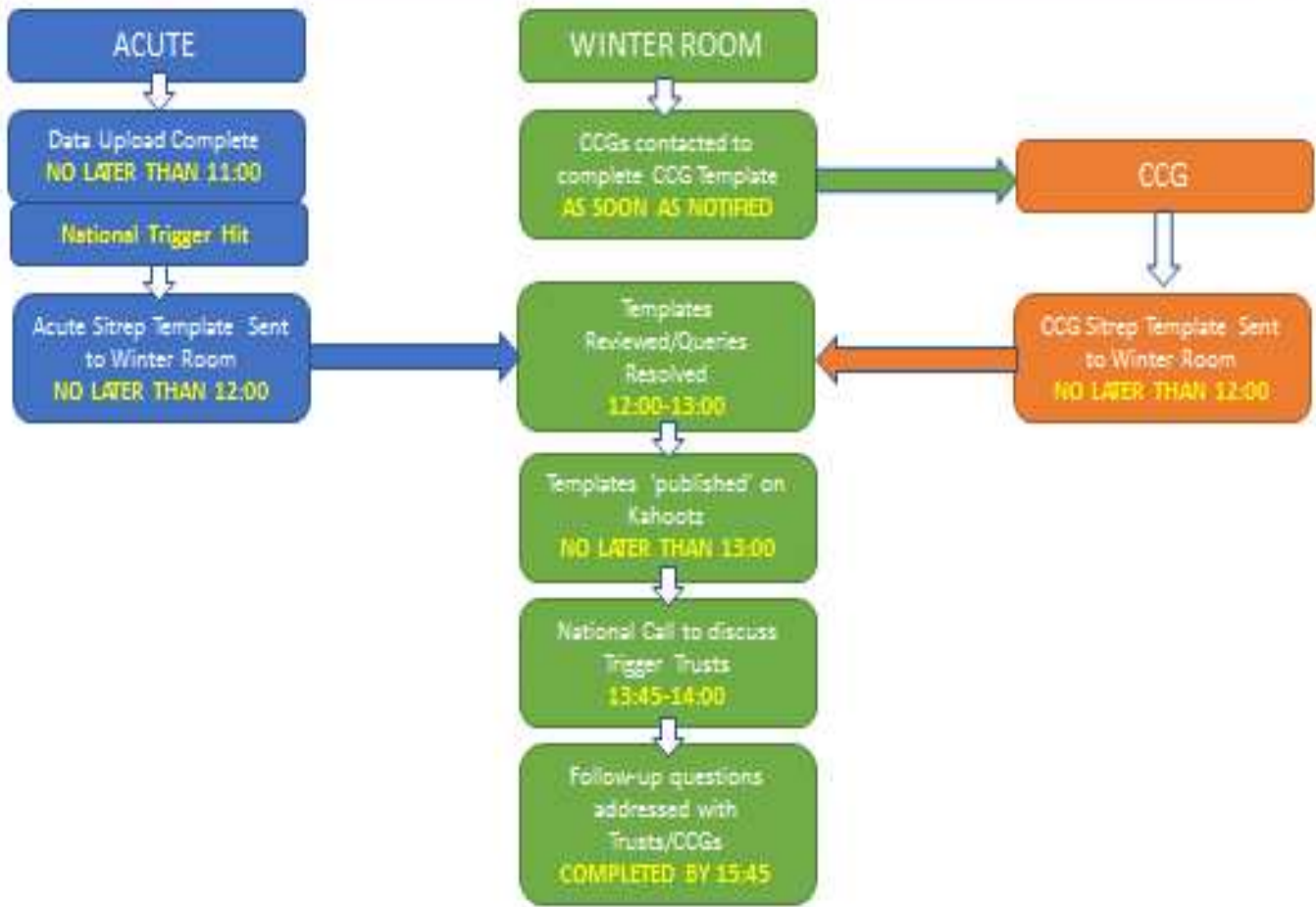
Week commencing	Theme
8 October	NHS 111
22 October	SWTW - flu
12 November	Self-care week
3 December	GP Extended hours
24 December	Stay well at Christmas, where to get help over holidays
2 January	Focus on post-Christmas reactive comms
21 January	Cancelled appointments, winter theme
11 February	NHS Pharmacy

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RISKS

- Current levels of demand and performance
- Workforce – availability and sickness
- System collation of risks from plans and presentations
- Demand and capacity modelling outputs
- Assurance on sufficient domiciliary capacity
- Key areas of anticipated unprecedented demand
- Learning from ECIST review
- Risks from discussion at LDB
- NHSE winter operating model – daily reporting 27th November (threshold for SFT <85%) and from 3rd December = 7 days

SW WINTER ROOM DAILY ROUTINE



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