

## NHS Update - January 2010

### **NHS Wiltshire strives to maintain services during severe weather conditions**

NHS Wiltshire is assisting staff getting to and from their place of work across the county so that health and medical care can be provided during the period of extreme weather. The organisation has planned well for the current snow conditions and extra measures have been put in place to ensure that services are maintained.

### **New NHS stress helpline goes live**

A new NHS helpline for people suffering from stress and anxiety is now available, aimed particularly at those whose worries about debt or job security may be affecting their mental health.

**The NHS Stressline number is 01300 123 3000, and trained health advisors are available to talk to between 8am and 10pm. Calls are charged at the same rate as national calls to an 01 or 02 number.**

The new service is part of a huge expansion in help for people in Wiltshire with common mental health problems such as anxiety and depression. The PCT has already invested £410,000 of extra funding in counsellors to work in GP surgeries and provide "talking therapy" to local people

### **New NHS dental services for Amesbury, Tidworth, Malmesbury and Wootton Bassett**

A total of 13230 new patients will benefit when four new NHS dental practices open in January 2010. The practices, which will be in Amesbury, Tidworth, Malmesbury and Wootton Bassett, have been commissioned by NHS Wiltshire as part its £3.2 million investment in NHS dentistry for 2009/2010. All of the new practices will run by Whitecross Dental Care Ltd which is part of the Integrated Dental Holdings Group (IDH).

People wishing to register for NHS dental services at one of the four practices should send their full contact details including name, surname, full postal address, date of birth and contact telephone numbers including home and mobile to:

NHS Registrations Department  
Integrated Dental House  
Sunset Business Park  
Manchester Road  
Kearsley, Bolton BL4 8RH

### **Health & Wellbeing Fairs**

NHS Wiltshire and Wiltshire Council are working together to deliver a series of Health & Wellbeing Fairs across the county, to highlight the particular health issues for each of the community areas. The Fairs will give local people an opportunity to speak to health and wellbeing professionals, take some basic health and fitness tests and learn about healthy lifestyles. This will be followed by a workshop that looks more closely at the health needs of the community in order for Area Boards, Partnerships and other local groups to identify priorities to help improve the health and well being of the community.

Please contact your local Community Area Manager for details of the event in your area.

[jo.howes@wiltshire.nhs.uk](mailto:jo.howes@wiltshire.nhs.uk)

## **Agenda Item No.5d**

### **GP service in Wiltshire is above national average**

Thousands of Wiltshire patients rate the service they receive at their GP surgery higher than the national average, according to figures released this week.

The county's practices bettered the national average in the GP Patient Access Survey with 94% of patients reporting overall satisfaction with the care they get from the GPs and their teams. The survey combines the first two quarters results of the 2009/10 GP Patient Survey between April and September 2009 and was conducted by Ipsos MORI.

Patients in Wiltshire were asked for their views on subjects ranging from the reception team and telephone access to their ability to see a nurse quickly and their satisfaction with out of hours services in the evenings and at weekends.

### **Hurry - time is running out to nominate for Wiltshire Health and Wellbeing Partnership Awards!**

Following the highly successful inaugural event last year, nominations are now open for Wiltshire's Health and Wellbeing Partnership Awards.

The Awards celebrate the work of every individual, group, organisation and business involved in improving the health and wellbeing of our local communities. Nominations might be for healthy eating initiatives, physical exercise programmes being run in a village hall or at a workplace, or education programmes with young people about sensible drinking or the dangers of drug abuse. There is a huge range of public health activity in Wiltshire – you will know of many more projects that are happening locally – and we would like your help in recognising and rewarding them.

Nominating is easy. You can nominate your own work, or that of your own organisation – it's a simple process that will take you about half an hour. Or you can nominate someone else – if you send us their contact details and tell us why you are nominating them, we will follow it up.

To find out more and to nominate, visit

<http://www.wiltshire.gov.uk/council/2010healthandwellbeingawards.htm>

The deadlines for nominations are 15<sup>th</sup> January if you want to nominate another organisation or individual and 29<sup>th</sup> January if you want to nominate your own work. The Awards ceremony will be held on 10<sup>th</sup> March 2010 at Devizes Corn Exchange.

The next Board meeting will be held on **Tuesday 27 January 2009, in the Conference Room at Southgate House, Devizes**

Papers are published a week before the meeting on [www.wiltshire.nhs.uk](http://www.wiltshire.nhs.uk) or on request from Maggie Goodman, NHS Wiltshire (tel: 01380 733827, email:

[maggie.goodman@wiltshire.nhs.uk](mailto:maggie.goodman@wiltshire.nhs.uk))

For further information or copies of documents referred to above, please contact Jo Howes, Community Engagement Manager, 01380 733929 or [jo.howes@wiltshire.nhs.uk](mailto:jo.howes@wiltshire.nhs.uk)