



STAKEHOLDER BRIEFING

In April 2009, NHS Wiltshire commenced an Urgent Care procurement exercise, the key objectives of which were for the provision of a Wiltshire-wide Single Point of Access and an integrated Out of Hours medical and dental service.

As a result of this process, Wiltshire Medical Services (WMS) was awarded an APMS contract which commenced on 1 April, 2010.

Locations from which clinical services are currently provided include:

- Chippenham Community Hospital;
- Great Western Hospital NHS Foundation Trust;
- Savernake Community Hospital;
- Amesbury Health Centre;
- Salisbury Hospital NHS Foundation Trust
- Warminster Community Hospital; and
- Trowbridge Community Hospital.

There is also an agreement in place with the South West Ambulance Service NHS Trust which enables patients living in the far South West of the county to be seen at the Westminster Hospital in Shaftesbury.

This model of service delivery has now been operational for eleven months and is generally considered to be providing a good service. However, ongoing detailed weekly analysis of activity and performance demonstrates that some service areas are challenged. There is a degree of demand / capacity mismatch in the service design.

WMS has been working closely with NHS Wiltshire to address this issue and identify a preferred solution. A number of possible areas of reconfiguration have been reviewed ensuring due regard to 'Accessibility, Quality, Value for Money, Integration, Risk and Workforce'.

WMS is now in a position to share its preferred proposal with stakeholders and has already begun a formal consultation process with staff.

The preferred solution includes:

- Closing Amesbury as a clinical base and redistributing this resource between Salisbury Foundation Trust and Warminster.
- Moving the current call centre facility from Amesbury to Salisbury.
- Relocating the base from the Great Western Hospital to Savernake; patients can still be seen at Swindon if necessary.
- Services at Chippenham and Trowbridge will remain largely unchanged, with additional support from presences at Warminster and Savernake.
- Patients can still be seen in Shaftesbury where appropriate.

This proposal is intended to enhance services in a number of areas and will provide best value for money.

It is anticipated that subject to successful consultation, changes to clinical services will be implemented in July 2011.

WMS welcomes feedback from all of it's stakeholders on this proposal. To comment on or to request further information about any of the information contained within this briefing, please contact:

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