

August 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 experience 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

Patients in Bath and North East Somerset, Swindon and Wiltshire Sustainability and Transformation Partnership (STP) area are set to benefit from expansion of diabetes prevention programme as NHS England drives forward changes to support people to live healthier lives.

The head of NHS England, Simon Stevens, has announced 13 new areas, including Bath and North East Somerset, Swindon and Wiltshire partnership, are now live and ready to offer a leading NHS prevention programme to patients identified at risk of developing Type 2 diabetes.

Wave 2 of the [Healthier You: NHS Diabetes Prevention Programme](#) is part of a wider package of measures to support people at risk of type 2 diabetes to get healthier, keep well and reduce their risk of developing the disease.

Local people from the Bath and North East Somerset, Swindon and Wiltshire (BSW) area who are referred on to the programme will get tailored, personalised help to reduce their risk of developing the disease. Their support will include education on healthy eating and lifestyle choices, reducing weight through bespoke physical exercise programmes and portion control, which together have been proven to reduce the risk of developing the disease.

The programme, which is run collaboratively by NHS England, Public Health England and Diabetes UK, was officially launched last year, with the first wave made up of 27 areas and covering 26 million people – almost half of the country. The latest national figures reveal the programme is making good progress, with just under 50,000 people referred in Wave 1 and more than 18,000 on the programme in at the end of April. This exceeds the original target set in the NHS Mandate of 10,000 referrals during 2017/18.

Wave 2 areas will cover another 25% of the population, with an estimated 130,000 referrals and up to 50,000 additional places made available thanks to the expansion.

The ambition is for the programme to eventually cover the whole of the country and these figures could rise to as many as 200,000 referrals and more than 80,000 people on programmes by 2018/19.

Early evidence is positive and suggests that just under half of those taking up the programme are men – a much higher proportion than traditional weight loss programmes, while roughly a quarter of people are from black and ethnic minority communities.

Around the clock healthcare in Wiltshire this summer



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

NHS Choices

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

NHS 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

✓ Insect bites that cause a serious allergic reaction
✓ Tick bites that cause a circular rash spreading from the bite site
✓ 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

- Deal with a range of health problems and also run clinics and carry out simple surgical operations
- Most GP surgery services are available 8am - 6.30pm
- The GP out of hours service is available 6.30pm - 8am and all day at weekends and bank holidays. Call your GP surgery to access this service

Walk-in centre

- Treats non life-threatening minor illness and injuries
- Run by experienced clinicians who will see you on a first come, first served basis. You don't need to book an appointment
- The local service is 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

✓ Insect bites
✓ Sunburn
✓ Stomach upsets

✓ Infection and rashes
✓ Bruises and scratches
✓ Emergency contraception

• Medicine experts who can provide advice on common ailments
• See your pharmacist at the first sign of illness before it gets more serious

Pharmacy

✓ Sunburn
✓ Hayfever
✓ Insect bites
✓ Aches and pains

✓ Coughs and colds
✓ Sore throat
✓ Skin rashes

✓ Insect bites
✓ Sunburn
✓ Sprains and strains
✓ Infection and rashes
✓ Bruises and scratches
✓ Broken bones

× Heat exhaustion
× Allergic reactions
× Chest pain
× Breathing difficulties
× Stomach pains
× Pregnancy problems

✓ Stroke
✓ Persistent, severe chest pain
✓ Breathing difficulties
✓ Severe bleeding
✓ Severe burns or scalds

✓ Fits that do not stop
✓ Choking
✓ Heart attack
✓ Severe head injury
✓ Severe allergic reactions

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

Minor injuries unit

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

Both services are open 7am - 11pm

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www.facebook.com/NHSWiltshireCCG

#RightPlaceRightTime

Wiltshire Clinical Commissioning Group is helping people to make the right decision about where to go for healthcare treatment over the summer months in Wiltshire, with the help of an easy to use healthcare clock – a signposting tool to help people choose the right healthcare service for their illness or injury.