

**NHS Update– October 2009**



**Wiltshire**

**The NHS Constitution – the NHS belongs to us all**



The NHS Constitution was signed by Prime Minister Gordon Brown, the then Health Secretary Alan Johnson and NHS Chief Executive David Nicholson, on 21 January 2009.

It brings together for the first time in the history of the NHS in one place, what staff, patients and public can expect from the NHS. It explains that by working together we can make the very best of finite resources to improve our health and wellbeing, to keep mentally and physically well, to get better when we are ill and when we cannot recover to stay as well as we can to the end of our lives.

The Constitution is important because it gives power to patients and the public by bringing their existing rights together in one place so they know what they are legally entitled to and how they can exercise their rights as well as understanding their responsibilities. It also contains a range of pledges to patients, public and staff, which the NHS is committed to achieving.

NHS Wiltshire is fully committed to the NHS Constitution and its values – a summary of these are attached – and look forward to working with Community partners to make it a reality for Wiltshire.

**NHS waiting times**

NHS Wiltshire is exceeding the national target for patients getting specialist treatment. In August 2009, no patients waited more than 11 weeks for their first outpatient appointment with a consultant. The national target is 13 weeks.

**No prescription charges for cancer patients**

NHS Wiltshire is sending a reminder to the county's 5,800 cancer patients that they can apply to have all their prescriptions free of charge.

Cancer patients can pick up a form at their GP surgery.

**NHS Wiltshire Stop Smoking Service**

NHS Wiltshire's Stop Smoking Service helped over 2,500 smokers quit the habit last year. The numbers of people giving up in Wiltshire is a positive indication that free NHS support is working.

The NHS Stop Smoking Service has a network of advisers across Wiltshire who run free advice sessions and can offer practical support and guidance on the best methods for each person to stop smoking. Smokers can contact their nearest advisor by:

**Phone: 01380 733891** (8.30am – 5:00pm) or **0800 70 76543** (7:00am – 11pm)

**Email:** [NHSstopsmoking@wiltshire.nhs.uk](mailto:NHSstopsmoking@wiltshire.nhs.uk)

**Text:** QUIT to 07800 001 146 or **request** a stop smoking advisor to contact you by completing the online form at

[www.wiltshirepct.nhs.uk/YourHealth/Smokefree/StopSmokingContactForm.htm](http://www.wiltshirepct.nhs.uk/YourHealth/Smokefree/StopSmokingContactForm.htm)



## **Primary Care Centre Progress**

### **Devizes**

Following meetings between the developers and the planning officers some revision of the plans needs to be completed and it is anticipated that the scheme will be submitted for planning in March 2010. Building on the site could start late in 2010, subject to planning consent, which would result in occupation of the building late in 2011 or early 2012.

### **Westbury**

The GP practice has engaged an architect to develop the plans with consultation with the PCT. Plans are scheduled to be submitted by March 2010 with a view to open in March 2011.

### **Trowbridge**

Outline planning permission granted by the council and ratified by the Secretary of State. The PCT are working with the Council to finalise discussions around the agreed sum of money be used to develop sports facilities within the town. We are expecting it will take one year to planning submission and consent and an 18 month – 2 year build schedule with occupation possibly late 2012 early 2013.

### **Salisbury 1 – Fountain Way**

Discussions about development are still underway and plans will need to take account of the historic buildings on site. At the moment it is not possible to put accurate timescales to this development.

### **Salisbury 2 – Castle Street practice development**

. This is a small development and potentially could be open in under 2 years subject to planning. The PCT is working with the practice to produce a schedule of accommodation, and the process to appoint a developer is underway.

## **NHS Treatment centre in Devizes**

The NHS Treatment centre in Devizes will open on 2<sup>nd</sup> November subject to passing the Care Quality Commission inspection on 19<sup>th</sup> October. The new centre will provide day surgery, diagnostics and some outpatient appointments.

Members of the public can visit the new Devizes NHS Treatment Centre on Saturday 24<sup>th</sup> October 10am – 4pm to look around the facility and ask questions of the staff.

## **NHS Wiltshire Board Meetings**

The next Board meeting will be held at **10am on Tuesday 20<sup>th</sup> October 2009, NHS Wiltshire, Southgate House, Pans Lane, Devizes SN10 5EQ**

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 the Communications and Community Engagement team on 01380 728899.
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## **Appendix - NHS Constitution and its values**

**Respect and dignity** We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

**Commitment to quality of care** We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

**Compassion** We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

**Improving lives** We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

**Working together for patients** We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

**Everyone counts** We use our resources for the benefit of the whole community, and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.