

**November 2016**

### MIUs to align opening hours

Wiltshire's Health Select Committee have acknowledged support for a proposal by Wiltshire Health and Care, in partnership with Wiltshire Clinical Commissioning Group to align the opening hours of Trowbridge and Chippenham Minor Injuries Units from 7am-11pm, seven days a week.

Minor Injuries Units (MIU) offer a facility for treating injuries that are not serious, providing a real alternative and a more suitable setting for the care and treatment of less serious injuries to local Accident and Emergency departments.

Patient attendance overnight at Wiltshire's two minor injuries units is extremely low and it has been difficult to ensure the MIUs can be staffed properly, due a shortage of staff with the right training who are able to treat minor injuries and deliver safe patient care. Additionally, many of those people who attend during the night time present with minor illness, meaning that they are referred to the 24 hours Out of Hours GP service.

Over a 91 day period from January – March 2016 there were average overnight attendances of 2.3 at Trowbridge MIU and 0.6 at Chippenham MIU. The impact of this has been greatest at Trowbridge MIU, where there have also recently been 28 overnight closures due to lack of appropriate staffing.

Douglas Blair, Managing Director of Wiltshire Health and Care said: "To make the sure we can staff the unit in the day time when most minor injuries occur, it's essential that we review the operational effectiveness of MIUs in Trowbridge and Chippenham at night time. Continuity of the existing arrangements at Trowbridge and Chippenham MIUs is not sustainable if we're to provide an effective service that meets the current and future needs of local communities. That means being able to properly staff our units during the day time when people most require the services they provide".

Tracey Cox, Interim Accountable Officer at Wiltshire CCG said: "The revised opening times for Trowbridge and Chippenham MIUs will ensure there are no more unplanned closures at night time, will make better use of nurse resource during the day when attendances to the MIUs are at their highest, and means clearer communication for the public as to when the MIUs are open".

Wiltshire Health and Care is committed to reinvesting any savings generated back into community services.

### 15,500 missed GP Practice appointments across Wiltshire in three months

An equivalent of 516 days of general practitioner time was lost during July –September 2016 because more than 15,500 GP, nurse and healthcare assistant appointments were missed across Wiltshire's 55 GP Practices.

Known as 'Did Not Attend' appointments they have a huge impact on the health economy, prevent other patients from being seen and waste the time of ever-stretched doctors and nurses.

Wiltshire Clinical Commissioning Group is urging patients to take a few minutes to cancel their appointments if they are no longer required, or if they are unable to attend. Practices will then be able to offer those slots to other patients who require them and help to reduce appointment waiting times.

Dr Peter Jenkins, Chair of Wiltshire CCG said: “Every missed appointment it is a missed opportunity for practices to see another patient. Between July and September that means practices could have seen another 15,500 patients, which is staggering. Simply by cancelling unwanted appointments, even if it is a few minutes before, it means that other patients have an opportunity to be seen more quickly and perhaps see their own GP. We were aware that most practices experience several DNAs each day, but the volumes we are seeing are quite frankly, shocking.”

On average a GP will conduct 30 appointments per day and based on the total number of missed appointments for July – September 2016, the equivalent of 516 days of general practitioner time has been lost.

Dr Richard Sandford-Hill, a GP at Market Lavington Surgery explains on behalf of Wiltshire Practices: “As doctors, we understand that people lead busy lives, that plans often change and quite often many people feel better by the time of their pre-booked appointment, so needing to change or cancel it is not a problem – please just remember to let your surgery know.

“At a time when NHS resources are stretched to the hilt, it’s really important that people understand the impact they have if they simply do not turn up. Everyone has responsibility to look after the NHS – it’s tax payers money after all – and we urge Wiltshire people to cancel when they don’t need the appointment so that those most in need are able to be seen more quickly”.

### Stay well this Winter campaign

As the days get colder and bugs and illnesses become more common, it’s important to take care of your health. Wiltshire Clinical Commissioning Group are part of the **Stay Well This Winter** national campaign to raise awareness of what you can do to stay healthy this winter and what services are available if you need additional help.

The national **Stay Well This Winter** campaign started on 2 October 2016 and will run until the end of March 2017 and will also be providing advice to those with long-term health conditions, over 65s, pregnant women and parents of under-sevens.

### Get the jab, get Flu Safe

NHS Wiltshire CCG is encouraging people to have their flu jab. Flu is a highly contagious infection that anyone can catch, but it can be very serious for some. For most people flu is a relatively mild illness from which they recover within a week or two – yet every year people, especially those at risk, become seriously ill because they don’t get their free flu jab.

Flu is not the same as a cold and it affects people of all ages. If you or someone you care for is in any of the at-risk groups listed below you can get a free flu jab from your GP.

- everyone aged 65 years and over
- all pregnant women irrespective of their stage of pregnancy
- Adults and children over six months with long term heart, lung, kidney, liver or neurological conditions
- people with diabetes
- anyone who has a reduced immunity because of an illness or medical condition
- people with asthma
- anyone in long-stay residential care
- carers of disabled or elderly people and healthcare workers that are in direct contact with patients

Get the best protection for yourself and your family by being flu free this winter and book your appointment today.

## Staying Healthy this winter

NHS Wiltshire CCG is urging people to keep warm and well this winter, especially as the nights are starting to draw in and the temperature is dropping.

The cold can have serious consequences as it can increase the risk of strokes and heart attacks as well as causing people to catch colds and flu. Wrapping up warm, keeping the heating turned up, making sure you have enough winter food supplies and keeping a well-stocked medical cabinet in case you do catch a cold or flu are all sensible steps to take.

What to keep in your medicine cabinet

### Painkillers



Aspirin, paracetamol and ibuprofen are highly effective at relieving most minor aches and pains.

### Antihistamines



Useful for dealing with allergies, insect bites and hay fever.

### Oral rehydration salts



Oral rehydration salts can help restore your body's natural balance of minerals and fluid lost through diarrhoea, fever, and vomiting - if you can't continue your normal diet.

### Indigestion treatment



If you have stomach ache, heartburn or trapped wind, a simple antacid will reduce stomach acidity and bring relief.

### Anti-diarrhoea tablets



It's a good idea to keep anti-diarrhoea medicine at home as diarrhoea can happen without warning. Causes include food poisoning and a stomach virus.

### Suncream



Keep a suncream of at least factor 15, with UVA protection. Exposure to the sun can cause sunburn and increase your risk of skin cancer.

In Wiltshire, there are numerous ways to get healthcare advice and treatment. Consider all the options available to help you make the right decision about where to go if you need treatment.



**NHS 111:** free non-emergency number | trained call handlers will listen to your symptoms and direct you to the best medical care for you | 24 hours a day, 365 days a year

**NHS Choices:** UK's biggest health website | 24 hours a day, 365 days a year | [www.nhs.uk](http://www.nhs.uk) | for information specifically for Wiltshire, visit: [www.yourcareyoursupportwiltshire.org.uk](http://www.yourcareyoursupportwiltshire.org.uk)

**GP out of hours:** 6.30pm - 8am on weekdays and all day at weekends/bank holidays | call your GP to access the service | call 111 if you urgently need medical help, but it's not life-threatening

**Minor Injuries Unit (MIU):** treat minor injuries that are not life-threatening e.g. cuts, bites and simple fractures | Trowbridge x-ray: 9am - 1.30pm and 2pm - 5pm | Chippenham x-ray: 9am - 12.30pm and 1pm - 5pm

**Pharmacist:** experts in medicines | advice on common ailments | potential alternative to a GP visit | opening hours vary, for your local hours visit: [bit.ly/YourPharmacy](http://bit.ly/YourPharmacy)

**GP:** see a GP if you have a condition that can't be treated with over the counter medication or advice from a pharmacist | for your local GP details visit: [bit.ly/My\\_GP](http://bit.ly/My_GP)

**A&E:** for genuine life-threatening emergencies only | 24 hours a day, 365 days a year