



## What would you change about local health and care services?



People living in BSW are being given an opportunity to help shape how health and care services will be provided.

Between now and the end of July, health and care leaders are inviting local residents to say what they need to live healthier and happier lives as part of a new campaign called *Our Health Our Future*.

Answers will be used by BSW to feed into the development of a five year plan which is due to be published this autumn. The new plan will ensure everyone across BSW gets the health and care support they need and will outline a local response to priorities laid out by the NHS in its Long Term Plan.

Tracey Cox, BSW Chief Executive said she

hoped as many people as possible took time to fill in the survey and share their views, particularly younger people who would be using services in the future

“Health and care organisations and local authorities are developing a bold plan for the next five years that will ensure our services provide support through every stage of people’s lives - so they start well, live well and age well.

In order to plan for the future, we need to know what matters, so we’re asking everyone to take a few minutes to fill in our survey and make sure their views are heard.”

### Let us know what you think!

*Our Health Our Future* survey is open until the end of July and takes around 10 minutes to complete.

Fill it in online at [www.ourhealthourfuture.org](http://www.ourhealthourfuture.org)

Copies are also available at GP surgeries, by emailing [ourhealth.ourfuture@nhs.net](mailto:ourhealth.ourfuture@nhs.net) or by calling **03333 219464**.

Survey answers are completely anonymous and will be treated confidentially.

## Inside this issue of **STOP PRESS**:

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## New leadership appointments as BSW looks to the future

BSW has continued to strengthen its Executive Team following the appointment of Tracey Cox as new Chief Executive in March.

New appointments include Caroline Gregory as Chief Financial Officer, Nicki Millin as Director of Strategy and Transformation, Gill May as Director of Nursing and Quality and Corrine Edwards as Locality Director for BaNES.

More appointments will be made over the coming weeks as closer working between health and care providers across BSW continues and the three Clinical Commissioning Groups use their collective resources more efficiently and streamline their respective decision making arrangements.

Next steps for BSW will include working towards the possibility of a full merger of the three CCGs in April 2020.

Each CCG will now ask their respective Governing Bodies to vote on this decision at meetings at the end of June and early July. If they vote to proceed, engagement will begin with local stakeholders and GP membership practices will be asked to back the decision.

Tracey Cox, BSW Chief Executive said a merger of the three CCGs would present clear benefits for local people.

“Formally merging our three CCGs would enable us to use our resources more efficiently and reduce variations around the way services are commissioned throughout our area.

With our local health and care system facing unprecedented demand and financial pressures, it’s now more important than ever before that we work in a joined up and seamlessly integrated manner.”

## Practices across BSW offer appointments and more via NHS App

Patients across B&NES, Swindon and Wiltshire are now able to access their medical records, manage appointments and find out what to do if they need urgent medical help thanks to a new NHS App.

The NHS App, which is available as a free download from the Apple Store and Google Play, is now connected to every GP practice across BSW and offers patients a full range of information and services.

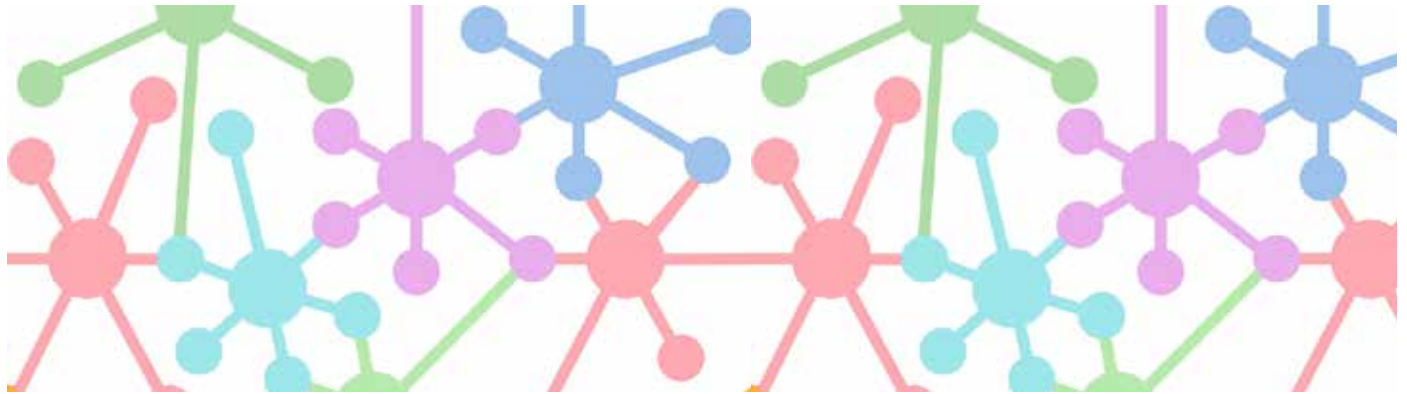
BSW Chief Digital Officer Angela Parratt said the App represented a real step forwards in terms of making GP services more accessible online.

“The NHS App is part of the journey to having a single, digital front door to access health and care services, which is a key part of our developing digital strategy.”



Are you ready for the NHS App?

# Primary Care Networks crucial to BSW integrated approach



As health and care providers across BSW continue to work in a more joined up way, GP Practices are playing a central role in providing a wider range of services by working together in what are known as Primary Care Networks (PCNs).

PCNs are at the heart of the approach to fully joined up health and care in BSW. They are groups of GP practices covering populations of around 30,000 to 50,000 people, working together providing a wide range of health and care services to local people.

They are developing to support the delivery of services closer to where patients live. They will also help relieve the well-known pressures on primary care and mean that more patients will be, in time, seen by healthcare professionals other than GPs, such as pharmacists, physiotherapists, paramedics and physician associates. This will not only support patients to get appointments quicker but will allow GPs to focus on the most complex patients and those most in need.

They will also allow primary care to provide care to meet the needs of local people and, with the support of their teams, help to prevent ill health.

Dr Ian Orpen, Chair of the BSW Clinical Board said PCNs would make a real difference to the health and care of people living in BSW.

“Primary Care Networks make sense for everyone. They will enable greater provision of proactive, personalised and more joined-up health and social care and represent a real change in the way we should all see our GP practices – from reactively providing appointments to proactively caring for people and communities.”

They also really help people to remain well and stay out of hospital.”

## Primary Care Networks in BSW

There will be 21 Primary Care Networks from 1st July in BSW – five in Bath and North East Somerset, five in Swindon and a further eleven in Wiltshire.

Primary Care Network teams will include GPs, pharmacists, district nurses, physiotherapists, paramedics and physician associates. In some cases they will also include community geriatricians, dementia workers and other health professionals, as well as staff working in social care and the voluntary sector.

Find out more about PCNs here:

[www.england.nhs.uk/gp/gpfpv/redesign/primary-care-networks/](http://www.england.nhs.uk/gp/gpfpv/redesign/primary-care-networks/)

## Innovative scheme for children with hidden disabilities

A scheme to offer extra support to young people with hidden disabilities currently under way at Great Western Hospital in Swindon has been so well received that other health and care settings across BSW are also looking to adopt the initiative.

The innovative scheme offers children with a condition that has no visible symptoms, such as autism or epilepsy, a sunflower lanyard when visiting the hospital to make staff aware of their condition without having them to declare it.

News of the scheme, which was developed in partnership with Swindon SEND Families Voice, a local forum for parents of children with disabilities, has been warmly received by families across Swindon, many of whom spend days, and sometimes weeks, preparing their children for a trip to hospital.

BSW Director of Nursing and Quality, Gill May, said the scheme was introduced at GWH after staff found out how successful it had been at a number of UK airports

“Attending hospital can be a daunting experience for any child, but it can be even worse for a child with a hidden disability. Loud noises, large crowds and unfamiliar surroundings can cause real distress and anxiety to a child with autism.

And while we can't change the sometimes-scary sights and sounds of a hospital, by

discreetly shining a light on a hidden disabilities, staff, patients and other visitors will not only be able to adapt their behaviour but also help them better understand why a child might be acting in a certain way.”

Following an update about the success of the GWH scheme at a recent BSW Clinical Board meeting, clinical leaders are now actively looking at how it could be rolled out across other health and care settings in BaNES, Swindon and Wiltshire.



Staff, parents and patients at Great Western Hospital Children's Unit which introduced the lanyard scheme earlier this year

## Tell us what you think!

*We always value feedback from the people who matter: you! Get in touch with us today and let us know how you feel about health and care across BaNES, Swindon and Wiltshire*

**Call: 07500 121720**

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