



Patient and Public Involvement Newsletter

August 2016
Issue 15

NHS
Swindon
Clinical Commissioning Group

Welcome to Swindon Clinical Commissioning Group's (CCG) Patient and Public Involvement e-Newsletter. The newsletter is issued monthly. We hope you find it useful and informative and any feedback you have is welcomed.

Swindon CCG is the name of the NHS organisation in Swindon that buys (commissions) local healthcare services. Swindon CCG has been formed from GPs within Swindon and Shrivenham to create a clinician-led commissioning group.

Primary Care Procurement



NHS England and Swindon Clinical Commissioning Group (CCG) are responsible for the planning and buying (also known as commissioning) of local GP services.

On Wednesday 10 August 2016, we began a joint procurement process to appoint long-term providers of GP services across several areas of Swindon.

There are a number of reasons for this:

- As Swindon's population continues to grow, we are seeking providers to deliver general practice services in the new Eastern Villages and Wichelstowe areas.
- Following lengthy discussions and consideration of a range of options, two GP practices in Swindon, Great Western Surgery and Hermitage Surgery, have decided that they wish to end their contract. New providers are therefore required to ensure patients can continue to access these surgeries.
- A third practice, Carfax NHS Medical Centre, will reach the end of its contract on 31 March 2017. A provider is therefore required to ensure the ongoing provision of GP services.

The contracts for these services will go live over a phased period of time. Providers for the three existing practices will all be in place by April 2018.

By undertaking a joint procurement process, we believe that we will be in a better position to secure long term providers of general practice services for our Swindon population that will offer equal access to high quality care.

PATIENT PARTICIPATION

To ensure the needs of local patients are considered in the procurement process, we are working with Healthwatch Swindon to recruit patients to join the panel that will select the providers.

If you would like to be part of this procurement and represent the views of Swindon patients, please download this application form on our [website](#) and return it to Swindon CCG at:

Email: communications@swindonccg.nhs.uk

Post: FREEPOST NHS SWINDON CCG

If you would like a hard copy of the application form, please contact Swindon CCG on telephone number 01793 683700 or by email at communications@swindonccg.nhs.uk

Please note that the deadline for submitting applications is midday 9 September 2016.

For more information about this voluntary role, please contact Healthwatch Swindon (email: info@healthwatchswindon.org.uk or telephone 01793 497777). Alternatively, please contact the communications team at Swindon CCG on telephone 01793 683700 or by email at communications@swindonccg.nhs.uk

Our primary concern is for patients and we understand that continuity of care is important. This will be a key focus as we move through the procurement process into the transition to long-term providers.

Throughout this period, patients will continue to have access to high quality general practice services across Swindon and all appointments, clinics, prescriptions and appropriate treatment will continue to be provided.

We are in the process of writing to patients to update them on details of the procurement and will continue to keep them updated throughout this process.

If you have any queries, please contact:

NHS England at england.SouthCentral@nhs.net

Swindon CCG at communications@swindonccg.nhs.uk

Healthwatch Swindon at info@healthwatchswindon.org.uk

Prescription Ordering Direct



The NHS Prescription Ordering Direct (POD) service is the easy way for you to order your repeat prescription. All it takes is a simple phone call that you can make from the comfort of your own home – there's no need to go into your GP practice or pharmacy.

You'll also speak to a trained prescription clerk who can discuss your needs meaning you'll only order medication when you need it – saving the NHS money to spend on other important services.

IMPORTANT INFORMATION

This service launched on the 1 August 2016 and is initially available Monday to Friday (excluding Bank Holidays) from 10 am to 2 pm (times to be extended in due course) at the following surgeries:-

Abbey Meads, Penhill, Crossroads, Kingswood and Ashington House Surgeries.
Taw Hill Surgery is going live on Monday 22 August 2016

Further surgeries will offer this service in due course and times will be extended.

Why use this new service?

Ordering your repeat prescription will be a quick and simple telephone call. You will be speaking to a dedicated person who will have time to answer any repeat prescription queries. We will ask you how you are getting on with your medication and are able to alert you if a medical review is needed.

Who will you be talking to?

The POD will be staffed by dedicated, experienced and fully trained prescribing clerks and clinical members of the Medicines Optimisation team at the NHS Swindon Clinical Commissioning Group. They will have access to all repeat prescription records and immediate access to your GP practice should the need arise. This is all private and confidential and your personal information is secure.

Why are we offering this new service?

Our aim is to ensure that patients are receiving the correct quantity of medication that they need in a timely manner to reduce the amount of prescription waste in our area. We will ask you how you are getting on with your medication and are able to alert you if a medical review is needed.

Unused prescription medicines cost the NHS over £3 million every year in Swindon & Shrivenham alone.

Already use a pharmacy to order your repeat medication?

No problem, you can use the same pharmacy. Your existing agreement with the pharmacy may need to be amended if they currently order prescriptions on your behalf but this can be organised for you by the POD.

If you have a current arrangement with a pharmacy to deliver your prescription, then this will still continue.

Once you have made the telephone call your prescription will be authorised by your usual GP in accordance with their normal time frames and will then be available at your nominated pharmacy 48 hours later.

Call NHS Prescription Ordering Direct (POD) on 01793 683 755

Pharmacy Opening Times for the Bank Holiday Weekend



With the Bank Holiday weekend approaching, patients are advised not to leave it too late to order and collect repeat prescriptions that may be required over the Bank Holiday weekend. If you have asked your local pharmacy to order your repeat medicines on your behalf, ensure you contact them to tell them exactly what you need.

Pharmacies can also provide useful advice and deal with minor ailments without you having to see your GP about seasonal bugs like coughs, colds, sore throats, stomach upsets and flu.

Now is also a good time to double check that home medicine cabinets are well stocked with over-the-counter remedies so that minor illnesses and injuries can be managed at home.

For more information about how to care for yourself and your family, visit www.nhs.uk which provides up-to-date and expert advice on a range of illnesses and complaints.

Keep an eye out on our [website](#) for details of what pharmacies are open over the bank holiday weekend.

Home Oxygen Service



The NHS has re-awarded the Home Oxygen Service contract to Air Liquide Homecare.

The new Home Oxygen Service contract will further improve the service you received from Air Liquide and the NHS from 1 October 2016.

The attached leaflet will explain what this means for you.

Swindon CCG is looking for your feedback



We are looking at changing the way we deliver healthcare in Swindon and Shrivenham and we would be grateful for your feedback on our plans.

We have put together a short video which sets out our vision for a "Team Swindon". We are asking that you watch the video and provide your feedback in a short survey. Both the video and survey can be found on our [website](#).

<http://www.swindonccg.nhs.uk/index.php/team-swindon>

If you have difficulty in accessing the survey, please follow this [link](#).
<https://www.surveymonkey.co.uk/r/DCD7HFC>

For your interest and information

Oxford Academic Health Science Network (OAHSN) Newsletter

The latest OAHSN newsletter can be viewed [here](#).

Healthwatch Swindon newsletter

The latest news and e-bulletins can be viewed [here](#).

Voluntary Action Swindon news

The latest news from VAS can be viewed [here](#).

NICE Public Involvement Programme (PIP)

Information on the PIP can be found [here](#).

Latest news from the CCG

Governing Body

The next meeting in public of the Governing Body will take place at the [CCG offices](#) on the **29 September 2016 at 9.30 am**. The papers will be available on our [website](#), one week before the meeting.

The Governing Body is held in public, although it is not a public meeting. If you would like to attend, please email communications@swindonccg.nhs.uk.

Talking Points

Talking Points is intended to give a summary of the key areas of discussion and decisions at the meeting of the Governing Body and the latest Talking Points are now available to view on the [CCG website](#). The minutes of the meeting will provide the official record of the meeting.

Patient and Public Involvement (PPI) Forum

Minutes from the PPI meetings can be viewed [here](#).

The next meeting of the PPI Forum is on **Friday 30 September 2016**

Please let us know if you would like to attend the meeting by contacting the Communications Team either by email or by telephone:-

E: communications@swindonccg.nhs.uk

T: 01793 683700

Contact Details for the Communications and Engagement Team

Email: communications@swindonccg.nhs.uk

Telephone: 01793 683700