

May 2019



/swindonccg



@swindonccg



swindonccg.nhs.uk

**Hello,**

Welcome to the May edition of News-Bites, the monthly roundup of news, developments and updates from Swindon Clinical Commissioning Group.

As always, it's been another busy month for the NHS in Swindon, but we know there's one topic that's been making headlines more than any other.

Earlier this week, the Integral Medical Holdings (IMH) Group – which had been working in partnership with five local GP practices since September 2018 to provide a range of consolidated back-office services, such as administration, recruitment and IT support – agreed to withdraw from its operations in Swindon.

During this time, patients had continually raised concerns at the difficulties faced when attempting to contact their surgery and book appointments using the newly-introduced single contact centre, often referred to as the Hub.

At the beginning of May, the CCG issued IMH with a remedial notice, which requires a provider to take immediate action when there is sufficient reason to believe a contract had been breached.

However, following a meeting of the CCG, IMH and senior clinical staff, and due to the ongoing technical issues, IMH has agreed to end its contract with the five practices: Moredon Medical Centre, Abbey Meads Medical Centre, Phoenix Surgery, Eldene Surgery and Taw Hill Medical Practice.

The CCG is now working alongside each of the practices to explore and identify the most appropriate solution going forward.

Although some patients may feel anxious at this news, IMH has agreed to continue working in Swindon, with the oversight of the CCG, while this process is carried out, meaning patients should continue to contact their surgery in the usual way and attend all pre-booked appointments as normal.

We fully acknowledge that the past nine months have been a difficult time for patients and we would like to thank the people of Swindon for their continued patience and understanding.

**Until next time, stay healthy and happy!**

## New provider of non-emergency patient transport

From Saturday 1 June, there will be a new provider of non-emergency patient transport in Swindon.

E-zec Medical Transport Services Ltd will take over the service from current provider Arriva Transport Solutions Ltd.

People in Swindon should continue to book journeys by calling the Patient Transport Advice Centre on the existing 01278 727401 telephone number.

The booking office, which will also assess whether a person is eligible for free transport, is open on weekdays between 8.30am and 6.30pm.

More information can be found by [clicking here](#).



## Update on changes at Swindon NHS Health Centre

The CCG is reviewing the walk-in service provided at the Swindon NHS Health Centre, with a view of offering an alternative model of care that improves access to urgent and same-day healthcare.

Demand for healthcare in Swindon is increasing and, to ensure local people receive the best possible care, the CCG must make sure it has the right services in the right places.

At this time, people are using the Walk-in Centre for, among other things, blood tests and wound dressings, which could be arranged through a pre-booked appointment.

Over the next few weeks, the CCG will be meeting people to hear why they have chosen, or been signposted to, the Walk-in Centre to better understand patient needs.

Find out more by [clicking here](#).



## NHS 111 online hits one million

More than one million people have received help from NHS111 since its launch in December 2017.

The service, which provides free online advice, supported its one millionth patient on Friday 10 May.



## Help and support to avoid falling

Swindon Borough Council is supporting older people in the town to stay on their feet with a new falls prevention course.

Otago is a 16-week programme aimed at helping people improve their balance and strength, while also rebuilding their confidence and regaining independence.

The course is offered at community venues in Wroughton, West Swindon, Highworth, Haydon Wick and Stratton.

Those wishing to take part can be referred onto the programme by their GP or by self-referring.

To make a self-referral, call 01793 465513 or email [livewell@swindon.gov.uk](mailto:livewell@swindon.gov.uk).



## Update on consultation to transform maternity services

Regular readers of News-Bites will remember the recent consultation on proposals to transform maternity services across Bath and North East Somerset, Swindon and Wiltshire.

More than 2,000 people responded to the proposal during the consultation's 14-week run between November and February.

It was originally hoped that a response to the consultation would be ready for July, but independent analysis of the feedback being carried out by the University of Bath has taken longer than expected.

The final report is now expected to be published in September 2019.

[Click here](#) to find out more.



## For your information and interest

- Find out more about primary care networks and, in particular, the ones that will soon be emerging in Swindon at the next meeting of the CCG's Patient and Public Engagement Forum on Thursday 27 June at 12.30pm.

- In response to the government's announcement that it will be investing £20 billion in the NHS, Healthwatch Swindon asked local people about changes they would like to see introduced across the health service.

These responses are now being collated and a report is expected to be published in July 2019.

More information can be found by [clicking here](#).

## Governing Body

The next meeting of Swindon CCG's Governing Body will take place on Thursday 27 June.

Minutes and papers of previous meetings can be found by [clicking here](#).

If you would like to attend, please send an email to [communications@swindonccg.nhs.uk](mailto:communications@swindonccg.nhs.uk).

## Contact details for the Communications and Engagement Team

### Email

[communications@swindonccg.nhs.uk](mailto:communications@swindonccg.nhs.uk)

### Telephone

01793 683700

### Post

Swindon Clinical Commissioning Group  
The Pierre Simonet Building  
North Swindon Gateway  
North Latham Road  
Swindon  
SN25 4DL

### Web

[www.swindonccg.nhs.uk](http://www.swindonccg.nhs.uk)

### Social media

@SwindonCCG (Twitter)

/swindonccg (Facebook)

If you no longer wish to receive News-Bites, please email [communications@swindonccg.nhs.uk](mailto:communications@swindonccg.nhs.uk).

Alternatively, if you would like to be added to the distribution list, please get in touch using any of the methods listed above.