

## **PRESS RELEASE – for immediate release**

20 August 2018

### **Know where to go for bank holiday health care**

Wiltshire Clinical Commissioning Group is encouraging people in Wiltshire to know where to go in case they need to access healthcare advice and treatment over the bank holiday weekend.

To help with this, Wiltshire CCG has an easy to use ‘Around the clock healthcare’ leaflet that explains what services are available and when, and is downloadable from their website:

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

Dr Richard Sandford-Hill, Chair of Wiltshire Clinical Commissioning Group said, “Bank holidays are extremely busy times for the NHS and we are asking people in Wiltshire to know where to go if they need to access our local health services.

“A&E departments are often thought of as the first port of call, but in many cases another service may be more appropriate such as NHS 111, minor injuries units or local pharmacy.

“Knowing where to go and when helps you and your family to access the right health care service at the right time and helps to keep the emergency services free for those patients who really need them.”

### **Healthcare services in Wiltshire**

There are a number of healthcare services available around the clock in Wiltshire:

**NHS 111** - available 24 hours a day, 365 days a year and calls are free from landlines and mobiles. It is staffed by a team of fully trained advisers, supported by experienced clinicians. Healthcare advice can be given over the telephone, or you may be directed to a local service if appropriate.

**Pharmacists** - are experts on medicines and how they work. They can also offer advice on common complaints such as coughs, insect bites, ear ache, aches and pains and other health issues and help to decide whether it’s necessary to see a doctor. Find your nearest pharmacy: <https://beta.nhs.uk/find-a-pharmacy/>

**Minor Injuries Units** - for patients with minor injuries such as sprains and strains, cuts, infected wounds and scalds. No appointments are required and they are led by qualified nurse practitioners. For opening times of Chippenham and Trowbridge MIUs visit <http://www.wiltshireccg.nhs.uk/>

**Salisbury walk-in centre** - open from 6.30-10pm week days and 8am-8pm at weekends, including bank holidays. Run by a team of experienced doctors and nurses and operates on a first come first served basis, unless someone is acutely unwell and needs immediate attention. Visit [www.salisburywalkincentre.co.uk](http://www.salisburywalkincentre.co.uk) for more information.

**NHS Choices** – the UK’s biggest health website offering thousands of articles, videos and tools, which are available 24/7.

For immediate life-threatening situations, serious injuries, loss of consciousness, chest pain or suspected stroke you should always call 999.

ENDS

**Notes for Editors:**

- Infographic included – Around the clock healthcare in Wiltshire this summer
- NHS Wiltshire Clinical Commissioning Group (CCG) is the commissioner of health care services for the population of Wiltshire. The CCG is led by local GPs who have first-hand experience of what their patients need.
- The CCG consists of 49 GP member practices and works closely with local partners including Wiltshire Council, local NHS providers, patients and the public to manage existing NHS services and implement new services to ensure that high quality health and social care is delivered to the population as close to their home as possible.
- More information can be found at [www.wiltshireccg.nhs.uk](http://www.wiltshireccg.nhs.uk)

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