

NHS Heywood, Middleton and Rochdale responses to public questions received during July 2021

Please note the CCG will not provide a response to questions requesting an opinion-based answer and is only able to provide factual responses.

At present many of our staff are working on Covid solutions, therefore the CCG may not be able to answer your questions as quickly as we would normally do.

On this occasion some of the responses have been provided by colleagues from RBC, if you have any further questions in relation to Adult Care, Public Health or Healthwatch Rochdale, please contact the appropriate organisation directly.

Questions submitted on 20 July 2021 06:07@ hrs (by a member of the public AW)

Notice published on Drs Ghafoor and Abassi's practice website page

Important Notice for Patient (<https://www.drghafoorandpartners.co.uk/>)

Due to unforeseen circumstances Dr Ghafoor and Abbasis Practice Partnership has been dissolved at short notice, which has led to the contract being terminated on Friday 16th July 2021. NHS HMR CCG need some time to consider the long term options for this practice and as such have selected a caretaker for this contract to ensure you can still access services in the way you have been to date. This caretaking contract has been awarded to BARDOC Ltd. for the next 12 months. You and your family will continue to receive your medical services from this practice. Reception arrangements are unchanged and the practice telephone number remains the same. Please rest assured that as the CCG works through the longer term process, we are committed to engaging with patients. If you have any queries please call 01706 664 170

Q1. How will Dr.Ghafoor & Abbasis practice being dissolved at short notice affect continuation of patient support in particular any current claims with the DWP for ESA or PIP which require a GP to discuss claimants conditions or provide supporting evidence for claims for benefits , Employment Tribunals or similar processes which are dependent to a large degree on the patients GP having built up a long term relationship with a patient and in being familiar with their medical history , personal background in a professional capacity over a number of years ?

Response: *The caretaking provider along with the CCG will work hard to ensure this transition is as smooth as possible for all concerned. There is a commitment to keep existing staff wherever possible to ensure any impact on patients is minimised.*

Q2. I understand text messages & phone call to existing patients were sent out yesterday informing them of the situation But what methods of communication have been used to contact patients with no access to IT or digital in the community - of which there are many ?

Response: *It should be noted that there will be very little change for patients as there is a commitment to keep existing staff wherever possible. Communication is being kept proportionate with the change. As well as the notices via text and on the practice/CCG websites, posters are displayed in the practice itself and a briefing has*

been provided to local Councillors and Healthwatch Rochdale. BARDOC are also holding an open day on Friday 30 July 2021 for face-to-face queries. The CCG will be undertaking stakeholder engagement moving forward as we look at the future contract beyond this initial caretaking arrangement.

Q3. Will patients who have already opted out of having their personal medical data being shared with private companies have to resubmit their opt out forms to BARDOC Ltd or will the original request to the previous practice still be sufficient to protect their personal data ?

***Response:** The previous request will still stand, there is no requirement for patients to resubmit.*

Questions submitted on 20 July 2021 @ 12:19hrs (by a member of the public AW)

After watching with huge interest your last Virtual Board meeting and reading the subsequent local media coverage of it :

Record number of people in Rochdale waiting for specialist hospital treatment and procedures (Manchester Evening News) Date published : 17 July 2021

Record number of people in Rochdale waiting for specialist hospital treatment and procedures - Manchester Evening News

Record number of people in Rochdale waiting for specialist hospital treatment and procedures (Rochdale Online)Date published: 20 July 2021

Rochdale News | News Headlines | Record number of people in Rochdale waiting for specialist hospital treatment and procedures - Rochdale Online

In light of this I would like to ask the Board the following five questions :

Q4 (Q1). Waiting times for local patients :

' since May mean the latest figure stands at 23,643 – the highest ever seen by Heywood Middleton and Rochdale Clinical Commissioning Group (CCG). Of particular concern was the number of patients who had been waiting more than 52 weeks to be seen.'

How does the Board envisage that New Government legislation to create 42 new Integrated Care Systems (ICS) in England.(each of which will have a limited budget leading to more cuts to services for patients, longer waiting times, and an unfair postcode lottery.) will impact on local service delivery to NHS patients in your area ?

***Response:** The CCG is working with partners across the Greater Manchester system on the development of the Integrated Care System (ICS). The aim of this work is to ensure equity across Greater Manchester in the newly forming ICS.*

Q5 (Q2). Does the Board expect waits of more than 52 weeks to become commonplace (as predicted by a range of informed opinion) under the new Integrated Care Systems (ICS) - In effect for waits of over a year for patients to be seen by a GP or a Specialist to become the ' new normal ' ?

Response: The CCG is clear that the number of people waiting over 52 weeks for hospital based or consultant led treatment is due to the impact of the covid 19 pandemic.

Due to service pressures and the continued impact of covid 19 these will continue to feature but are being closely monitored.

It is not possible to share a planned date to reduce the current numbers to 0 due to the ongoing impact of the covid 19 pandemic.

Q6. (Q3). Does the Board believe that the Health Secretaries plans to allow private companies to sit on Integrated Care Systems boards as part of new NHS reforms will create a huge conflict of interest that will negatively impact the healthcare people receive from the NHS reducing still further locally accountable and transparency in the decision making process ?

Response: The full governance arrangements for Integrated Care Systems (Board / Partnership) are being developed ahead of the April 2022 start date to ensure transparency, scrutiny and accountability is maintained. Currently where private companies are contracted to work in the NHS they do so under NHS terms and conditions and prices. There is also a robust process for the management of conflicts of interested in the NHS and in the Rochdale locality.

Q7 (Q4). What local User Engagement groups , focus groups or public consultation events or information & awareness raising sessions has the Board held over the Heywood , Middleton & Rochdale area to inform the Public of proposed changes their CCG's as CCG's are metamorphosed into an new Integrated Care Systems (ICS) ?

Response: NHS England held a national consultation in relation to proposed Integrated Care Systems (ICS), which organisations and individuals were able to contribute to, this consultation closed on 8 January 2021.

To date there has been no formal requirement for patient engagement on the creation of the new ICS NHS body in Greater Manchester however the CCG has updated members of its Patient and Public Engagement Committee of these developments, papers and minutes for this committee are published on the CCG website.

Q8 (Q5). Post 19th July Lockdown Lifting what plans has the Board for the cascading of information to local User Engagement groups , focus groups or public consultation events in awareness raising sessions in the Heywood , Middleton & Rochdale area to inform the Public of proposed changes their CCG's as CCG's are metamorphosed into an new Integrated Care Systems (ICS) ?

Response: In Greater Manchester we have been working as an ICS for the last five years – with strong working partnerships between health and social care and the voluntary sector. The creation of a statutory Integrated Care Partnership and Integrated Care Board will formalise the arrangements we have in place. The new statutory nature of an ICS will allow us to build on the ambitious and ground breaking ways we have been working over the last five years and continue to evolve to deliver even better health and care for the people of Greater Manchester.

The GM ICS will operate on three levels: neighbourhood, locality and Greater Manchester. There will continue to be teams working in neighbourhoods, localities or districts, and at GM level, just as there are now.

The new statutory ICS will mean continuing to build upon and improve partnership working across organisation boundaries; working together with VCSE colleagues and our communities to deliver a new five year vision and plan which we we're now starting to draft. There will be broader public engagement on the development of this vision and strategy in the months ahead, and the detail of how this will be shared in HMR will be shared in due course.

Questions submitted on 20 July 2021 @ 14:52hrs (by a member of the public ES)

NHS England policy is clear. It says on its website: "Anyone in England can register with a GP surgery. It's free to register. You do not need proof of address or immigration status, ID or an NHS number."

But an investigation by the Bureau of Investigative Journalism (Most GP surgeries refuse to register undocumented migrants despite NHS policy — The Bureau of Investigative Journalism (en-GB) (thebureauinvestigates.com) has found that less than a quarter of GP surgeries (24%) surveyed in cities across England, Scotland and Wales would register someone without proof of address, proof of ID or legal immigration status. Almost two-thirds (62%) told BIJ that they would not register the patient, while the remaining 14% said they were unsure whether they could.

The BIJ contacted about a third of GP practices in 10 cities in Scotland, England and Wales that have large populations of people born outside the UK and found that only 24 per cent would register someone without proof of address, identification or legal immigration status.

Q9. (Q1). Is the Board aware of the percentage of GP practices in Rochdale, Heywood & Middleton who would register someone without proof of address, proof of ID or legal immigration status?

Response: *The CCG does not hold this data. GP practice registration is governed by NHS England / NHS Improvement.*

Please also see response to question 6 submitted on 17 July 2020 which is published on the CCG website accessible via the link below:

https://www.hmr.nhs.uk/download/governing_body_meetings/gb_17_july_2020/Responses-to-Public-Questions-Recorded-on-17-July-2020.pdf

Q10 (Q2). Is the Board aware of the percentage of GP practices in Rochdale, Heywood & Middleton who would NOT register someone without proof of address, proof of ID or legal immigration status ?

Response: *The CCG does not hold this data.*

Q11 (Q3). Can the Board provide me with the contact details of an organization or a designated individual who is tasked by NHS HMR with collating evidence from either individuals or groups of service users on GP Practices still refusing to register individuals without proof of address, proof of ID or legal immigration status in direct contradiction of NHS policy ?

Response: If a patient is unhappy with the care or service they have received from a GP practice, they can raise their concerns or make a complaint directly to the practice concerned or with NHS England, as the lead commissioner of primary care services. This includes issues such as the example you have described. Further information about how to complain to NHS England can be found here: [NHS England »](#) [Complaining to NHS England](#)

Q12 (Q4). Does the Board employ 'Mystery Shoppers' to ascertain GP surgeries are adhering to NHS policy locally when it comes to the registering of new NHS patients or intend to do so to monitor existing procedures across General Practices across Heywood, Middleton & Rochdale ?

Response: GP Practices are governed / monitored by NHS England / NHS Improvement. The CCG does not employ 'Mystery Shoppers'. NHS HMR CCGs Quality and Safeguarding Team undertake annual quality and safeguarding assurance visits to all GP Practices within HMR, with follow up as required and continual monitoring.

In addition to this all practices receiving a Care Quality Commission Inspection and locally Healthwatch Rochdale also have the authority to conduct announced and unannounced "enter and view" visits, undertaken only where it can have an impact on the service users.