

NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG)
Chair's responses to public questions from 17 January 2020 Governing Body meeting

	Question	Response
1	Has the Governing Body meetings been moved to an earlier slot (9.30am) to make it more difficult for public to attend?	No, the CCG welcomes public attendance. The time changes will be reviewed in 6 months' time (3 meetings).
2	<p>What is happening with The Hive (ex Clough St). It was hoped the Hive would have been built by now, if not fully open to patients. Right now, the site has been cleared and that's all. Middleton is keen to see this surgery built and open with more services available for Middleton residents.</p> <p>When will building start?</p> <p>Are there any completion dates?</p>	<p>HMR CCG are continuing to work with the practice to support the new build, however at present the CCG are awaiting confirmation of the next stage from a number of parties.</p> <p>As soon as we are able to share any anticipated dates, the CCG will work with the communications team to ensure the public are regularly updated with key milestones.</p>
3	I previously provided information in relation to PPG's. Dr Ghafoor suggested I contact someone in Rochdale, please can you tell me who that is?	The information provided about PPGs in the Middleton area has been useful and has been passed to both Governing Body and Primary Care commissioners. If Mr. Ettenfield has further information or requires feedback he should liaise with the Patient and Public Engagement Lead (Phil Burton ; phil.burton@nhs.net) and he will be happy to liaise with Primary Care commissioners and individual practices.
4	<p>When does the CCG consider how patients get to their appointments, places where the CCG has decided to provide services regardless of inconvenience?</p> <p>How does a diabetic get to an appointment for Retinopathy when the place is Rochdale Infirmary at 8.30am?</p>	<p>When the type of service being delivered can be provided at community locations the integrated commissioning team would liaise with providers to ensure this is so. Increasingly services are delivered in local community locations, though there will always be services that need to be delivered from a hospital site.</p> <p>In the case of diabetic retinopathy, the service is commissioned by NHS England and split into GM North and South. The HMR service comes under the GM North service and can be accessed from the following locations:</p> <ul style="list-style-type: none"> • Middleton Health Centre - Middleton • Croft Shifa Health Centre - Rochdale

		<ul style="list-style-type: none"> • Phoenix Centre – Heywood • Rochdale Infirmary • The Village Medical Centre – Littleborough
5	<p>The latest annoyance is no more advanced appointments, only same day. This means, you can't plan anything and, if you want to see a GP, you need to be at the surgery when it opens at 8am or, if you're lucky, find a same day appointment online. Using the phone is out of the question.</p> <p>How does this work for elderly people or who have movement issues like the lady near me who rarely leaves her home?</p> <p>We understand there are problems with DNA (Did not attend). But is this the way forward? NO.</p>	<p>HMR CCG are consistently working with GP practices to improve access to general practice. As part of the Long-Term plan NHS England sets out its plans to have a digital-first primary care where digital access will become a new option for every patient improving fast access to convenient primary care. Which means patients that are able and willing will be able to use more digital solutions to access general practice, freeing up telephone lines and receptionists in practice.</p> <p>Unfortunately, there isn't a contractual requirement that requires GP practices to manage their appointment systems in a certain way, this then means that as a CCG we are unable to dictate what or how practices offer their appointments.</p> <p>If an issue is highlighted to the CCG about a particular practice, we can and do support and work with practices to improve their access through our Quality Monitoring Programme.</p>
6	<p>Cross Boundary Issues – We know Manchester CCG are dragging their feet with the Cross-border issues. This is a problem for many residents in Middleton. People only see the NHS, they don't see or understand all this stupidity with boundaries, which we were told would disappear with Devolution. If anything, it's got worse with the CCGs protecting their budgets more than ever. It's crackers. What happened to one NHS?</p> <p>Does the NHS work for the people, or do the people work for the NHS?</p>	<p><i>Questions previously raised, and response provided on 18 May 2018 and 20 July 2018:</i></p> <p><i>HMR CCG has a Cross Boundary Contract in place for HMR registered patients. This matter is the responsibility of Manchester Health and Care Commissioning, as the registered GP is a member of that organisation.</i></p> <p><i>With consent HMR CCG have forwarded the letter and the copy letter sent to Andy Burnham – Mayor of Manchester and to the organisation for them to respond.</i></p> <p><i>HMR CCG provided dates of Manchester Health and Care Commissioning Board meetings to assist with any further follow up.</i></p> <p><i>Healthwatch Rochdale have also followed up with Manchester Health and Care Commissioning.</i></p>