

**NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG)
Chair's responses to public questions from 20 March 2020 Governing Body meeting**

The following questions were submitted in advance by TE on behalf of Better Health4Middleton

	Question	Response
1	<p>This maybe for Public Health again. It seems some pharmacies are refusing to take back old medicines claiming they're not paid to do this. Is this true? How do people dispose of their old medicines if this is correct? Is this another case of throw them in with your domestic waste?</p>	<p>Core Community pharmacy services are not commissioned by CCGs. Collection & disposal of waste medicines from pharmacies is a service commissioned by NHS England</p> <p>Waste medicines taken back by pharmacies are placed in secure containers which are collected by approved contractors. The pharmacist does not have to undertake any work, other than to place the medicines in the secure container. If patients are refused by the pharmacist, NHS England in Manchester should be contacted for advice or to make a formal complaint.</p> <p>NHS England Primary Care Team (Local Area Team) – Pharmacy – 0113 825 5162</p>
2	<p>The pharmacies have change over to supplies from: the warehouse to pharmacy shops, now. As a result, they're using different bags. Are these bags disposable with the normal waste? The bags are difficult to open and leave you needing to use a pair of scissors to open them. We could take the old bags back to the pharmacy for them to be reused. Perhaps we need to return to the old paper bags?</p> <p>A complaint was sent to Rowland's Pharmacies. However, they don't seem to be interested in these problems.</p>	<p>CCGs do not commission core services from community pharmacists and we do not have any control over what bags or containers are used or other operational issues. The choice of bags used by the pharmacist is likely to be a corporate decision for chains of pharmacies, including Rowlands.</p>
3	<p>It's pharmacies again. It's come to my attention that Rowland's Pharmacies are planning to change their opening hours in June. The hours will be shorter and not match with the GP opening hours.</p> <p>If all the pharmacies do this then patients and customers are going to have problems, especially if this Coronavirus continues onward for months. The other issue is, is this the start, of the end of the chemist's shops. If it is, how will</p>	<p>Opening hours for community pharmacy is dependent on their contractual arrangements. All core services for community pharmacy are in agreement with their terms of service. For example, some pharmacies have an agreement to open 100 hours per week, others less so. Any change of hours must be in agreement with NHS England.</p> <p>Pharmacies decision to open longer or shorter hours will be dependent on a number of factors, whatever decision</p>

	<p>people without the internet place their orders and then collect them?</p>	<p>is reached by the owners, this will have to be agreed by NHS England colleagues</p>
4	<p>In view of these questions, how much work is being done between the GPs and Pharmacies?</p>	<p>HMR CCG is not necessarily aware of any formal / informal agreements between individual GPs and neighbouring community pharmacies to improve medicines usage. There is a new national initiative to improve medicines communication following hospital discharge and it is expected that all local pharmacies will participate. Going forward, there are clear indications from the Department of Health that as Primary Care Networks develop, there is to be a clear role for community pharmacy in supporting the aims and objectives where medicines are used, such initiatives will hopefully be shared with local patients / residents</p>
5	<p>I'm told of the DWP offering to go into a GPs surgery to help give advice but being refused. This doesn't surprise me. I offered BH4M to go into a GPs surgery to just help people be aware of where they can get help without heading directly to A & E. I wasn't refused, but it was made clear that they wouldn't make it easy for us. So, the question is, what is wrong with your GPs and surgeries? I would have thought they welcome help?</p>	<p>Dr Duffy responded to this question. Nothing is wrong with GP Practices. GP practices would not be an appropriate arena for DWP to attend to provide advice.</p>
<p>The last set of questions I put forward at the last meeting needed some answers. It was noticed that the reply from HMR CCG fell somewhat short. The answers were more the type of non-answers expected off MPs. Just because you don't want to give a reply doesn't mean we give up and go away. Think of the number of times we've asked about the Needles Disposal Service. And we're still asking.</p> <p><i>As previously notified, Sharps disposal falls within Public Health. The CCG have previously passed on contact details and are unable to provide anything additional to the responses previously provided.</i></p>		
6	<p>Perhaps we should ask now, for an update on what the latest situation is and if we can have a better answer to the last questions?</p>	<p>The questions previously submitted on 17 January 2020 were mainly related to Primary Care, the questions were raised at the Primary Care Commissioning Committee which was held on 14 February 2020, no further updates were noted.</p>
7	<p>When are you going to change your meetings back to a 10.30am start time? With a 9.30am start time you are preventing people from attending in person. That may please you? You may start your</p>	<p>As previously answered on 17 January 2020:</p> <p><i>The time changes will be reviewed in 6 months' time (3 meetings).</i></p>

	<p>working day at Riverside at 8 or 8.30am. But we have to travel to get to Rochdale. The exclusion of the public may please you, but it doesn't please us. We have enough problems without HMR CCG making life more difficult. PLEASE change your meetings back to a 10.30am start time.</p>	<p>The CCG acknowledges that the time change is not going to suite everyone, however, this month prior to Covid-19 advice more members of the public confirmed their attendance than the previous time.</p>
<p>8</p>	<p>Questions from BB on behalf of RSCF When the Kirkholt Health Centre is opened, what services can we expect to be available there?</p>	<p>The new Medical Practice will provide Two storey building (630m2 gross internal area) split into three areas: staff zone, public zone and clinical / services zone) 17 car parking spaces (14 visitor / 3 doctor spaces). 3 disabled spaces located adjacent to the public entrance.</p> <p>Services that will be provided initially are as follows:</p> <ul style="list-style-type: none"> • 2 GPs, a GP trainee, 2 Nurses, 1 Health Care Assistant, 1 Advance Nurse Practitioner and 1 counsellor. • Focused care worker, a clinical pharmacist, a social prescriber and a CCG Pharmacist • Discussions area also underway with the local community groups to use our health education room and to offer paediatric phlebotomy through GP Care • GP practice will be open Monday to Friday 8am until 6.30pm <p>Longer terms plans include:</p> <p>New build has capacity for 6,000 GP registered patients (in close proximity to a pharmacy and dentist planned as part of the wider Kirkholt regeneration)</p> <ul style="list-style-type: none"> • Rooms to support Multi-Disciplinary including health (nurses and out of hospital specialists) and social care providers • Health education rooms for use by voluntary, community and faith groups • Rooms where Public Health and Health trainers can provide information and advice to support self-management of conditions as per local needs of the Kirkholt residents • A community / meeting room which could be used by voluntary, community and faith groups to support social prescribing and local wellbeing

- Focus on supporting providers of primary care to collectively operate from one site which presents a greater opportunity for primary care at scale and strengthening development of place-based commissioning in Kirkholt.