

NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG)
Chair's responses to public questions from 15 November 2019 Governing Body meeting

	Question	Response
	<i>The following questions were raised on behalf of Better Health4Middleton</i>	
1	<p>Thank you for the follow up to the question about pharmacies. I have shown it to the pharmacy and he agrees with some of the comments.</p> <p>However, my questions were aimed at my concerns that these changes will have an impact on GP services. I can see from the response that the CCG is aware.</p>	<p>Pharmacies are commissioned by NHS England, the response was collated and shared from the last meeting</p> <p>No further update required.</p>
2	<p>The needle disposal question in relation to Middleton has not been answered, please can you provide an update?</p>	<p>Responses to questions relating to needle disposal have been provided previously on 16 March 2018, 20 July 2018, 21 September 2018 and 16 November 2018.</p> <p>As previously updated. Needle disposal falls under the portfolio of Public Health, Rochdale Borough Council therefore the question to CCG has been closed. It was reiterated that the CCG cannot dictate if a practice collects sharps.</p> <p>The current service based at Alkington Health Centre will continue for this financial year and a meeting is planned in January 2020 to discuss the service provision from April 2020 onwards. The CCG can ask the LA colleague working on this to contact you, if permission is given to share contact details. Permission was granted and contact details will be shared.</p>
3	<p>In the public area, hearing what is being said isn't easy. Most of the attendees talk towards the chair and therefore, as we are behind them, it can be difficult to hear what is being said. One or two, especially near to the chair can be heard as they speak up.</p>	<p>Governing Body members were reminded to use the microphones when speaking to address this.</p>
4	<p>To be more environmentally friendly by not printing off shed loads of paper versions on items on the agenda, when will the CCG use the two large screens in the training room ? We have all this lovely technology which is not being taken full advantage of, both sound & vision.</p>	<p>To use the screens would require an additional member of staff being taken out of the office, to scrool through the papers keeping them in line with the discussion. Members present would not be able to do this in addition to actively participating in the meeting.</p> <p>The CCG will consider this and look at the feasibility of different approaches..</p>

<p>5</p>	<p>Rochdale is supposed to be user friendly for Older People. Can the CCG give me any examples of this ?</p>	<p>This is a GM wide commitment and Rochdale Borough Council has an Older People's Champion – Councillor Pat Dale.</p> <p>The CCG currently supports and facilitates the User Carer Forum and also Rochdale Senior Citizens forum.</p> <p>An event is currently being planned to bring older people across the borough together. This will be publicised in due course and details shared with Better Health4Middleton</p> <p>Two local older people are members of the Greater Manchester Older People's Network as is the CCG Engagement Lead. This ensures that initiatives and discussions at GM level can be fed back to older people in the borough..</p>
<p>6</p>	<p>I have been doing some research this week ever since questions were raised again about PPGs at Middleton surgeries. I've not completed the survey yet, but what I see raised questions about how committed surgeries are to having these PPGs ? At a previous BH4M meeting a GP did say that PPGs frighten him. I couldn't believe my ears. Looking at the information on each surgeries website raises some questions. If this is the situation online, I hate to think what the situation is for all the people who are not online. How are people to know what services are available if you don't tell us ? If the PPGs were working more effectively, perhaps these issues would be dealt with. But if surgeries are going to "Dodge the bullet" then many issues will remain. The attitude of GPs, Practice Managers and some staff needs to change. Sometimes it feels like we're trying to communicate with MPs who are in the Westminster bubble.</p>	<p>A question was previously raised in relation to PPG's (Patient Participation Groups) on 15 May 2018 and 20 July 2018 when the following response was provided: <i>PPG's are run by the GP Practices and it is their decision whether they have these in place. The CCG and Primary Care team has offered support and worked with the individual practices, however not all have engaged.</i></p> <p><i>The CCG supported the set up of two groups within the Borough to support Rochdale PPGs and Heywood & Middleton PPGs to align with the two Locality Engagement groups of practices. The Rochdale group is still meeting but this is not the case in Heywood and Middleton.</i></p> <p>The CCG has shared best practice and will again encourage this at the Locality Engagement Group meeting and explore what support can be offered</p> <p>The comment about GP who was frightened, the CCG would hope this was a light hearted response and was very surprising. This will be shared with the Primary Care Team to look at how we communicate alternatively with Practices.</p>