

NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG)
Chair's responses to public questions from 20 July 2018 Governing Body meeting

	Question	Response
	A representative for Better Health 4 Middleton raised the following questions:	
1	Needles disposal in Middleton, where can needles be taken for disposal?	<p><i>Some of the questions had previously been raised and responses shared with the representatives and members of the public in attendance. Copies of the responses will be forwarded to the individual.</i></p> <p><i>Question raised at Governing Body on 16 March 2018 and the following response was provided:</i></p> <p><i>Unfortunately the borough-wide service had been withdrawn without consultation with the CCG. Upon being made aware of this the CCG has worked with Community Health Partnerships (CHP) in order to get this re-instated. The collection points are back up and running at Nye Bevan House, Croft Shifa in Rochdale and the Phoenix Centre in Heywood and will shortly be re-introduced at Alkrington Health Centre in Middleton.</i></p> <p><i>The CCG, working with the Local Authority, have ensured that the previous service will be re-instated and will review whether what is currently commissioned and provided is high quality, cost effective and meets the needs of our residents.</i></p> <p>Additional update provided by member of public - <i>Springvale Resource, Middleton will also accept needles from individuals but not from organisations.</i></p>
2	Regarding late night opening pharmacy in Middleton. The previous information provided to me is not late enough. Why are they no longer working on a rota system? The best to get to for those using public transport is Asda Chadderton.	<p><i>Questions previously raised and response provided on 18 May 2018 and the following response was provided:</i></p> <p><i>Contracts with community pharmacies are held by NHSE not the CCG.</i></p> <p><i>New contract pharmacies were required to open for 100 hours, there is no requirement for pharmacies currently open during conventional hours to change their times of opening to extended hours</i></p> <p><i>There is now no "rota" in operation and pharmacies opening extended hours would need to have a justification for so doing - pharmacist(s) would be required to be there - all would cost money (not to</i></p>

		<p><i>mention safety). If there are few prescriptions and little in the way of OTC sales, the pharmacy would run at a loss - something the owners are largely reluctant to do</i></p> <p><i>Within Middleton area the following pharmacies are open late:</i></p> <ul style="list-style-type: none"> <i>• Boarshaw until 7pm</i> <i>• Tesco until 8pm</i> <p><i>There is also an option for prescriptions to be delivered.</i></p>
<p>3</p>	<p>PPGs - can we have support to reinstate the Heywood and Middleton locality PPG?</p>	<p><i>Question raised at Governing Body on 18 May 2018 and the following response was provided:</i></p> <p><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 Local Engagement groups of practices. The Rochdale group is still meeting but this is not the case in Heywood and Middleton.</i></p> <p><i>The Deputy Chief Officer / Executive Nurse has agreed to meet with the member of the public who previously raised the question to discuss PPG support and will feedback to the member of the public raising the question today.</i></p>
<p>4</p>	<p>Cross border services – what is the current situation?</p>	<p><i>Questions previously raised and response provided on 18 May 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>Additional update from Healthwatch Rochdale – Healthwatch Rochdale have also followed up with</i></p>

		<p><i>Manchester Health and Care Commissioning.</i></p> <p><i>Consideration also needs to be given to residents in Whitworth and Rossendale boundary, which Healthwatch Rochdale is pursuing.</i></p>
<p>5</p>	<p>What is the problem with User Carer group? Suddenly they cannot use the Town Hall and now Number 1 Riverside. This is not in line with a caring Rochdale.</p>	<p><i>The issues has been raised with the CCG Patient and Public Engagement Committee and alternative venues have been sought. An offer was received to utilise the Co-operative Funeral Services meeting rooms, however this was a first floor room and did not have any disabled access facilities.</i></p> <p><i>As an interim measure until suitable premises can be found, the meetings are taking place at Number One Riverside at no cost to the User Carer Group.</i></p> <p><i>Rochdale Borough Council Adult Care service has, as an interim measure, offered to make the bookings at the Town Hall on behalf of the User carer forum thus taking away the cost pressure.</i></p> <p><i>Moving forward, Voices for All will submit a bid to the Ambition for Ageing project to attract sufficient funding to maintain the group in the longer term.</i></p>
<p>6</p>	<p>Minor ailments at pharmacies – A problem due to cutbacks – pharmacies struggle and sometimes send patients to GP. Closure of the walk in centre means they can't go there anymore, so they end up at A & E or Urgent Care centre.</p>	<p><i>The CCG is encouraging pharmacies to sign up to the Minor Ailments Scheme, however are unable to enforce this.</i></p> <p><i>Boots, Peterloo and Middleton Junction have all recently signed up to the Minor Ailments Scheme.</i></p>
<p>7</p>	<p>Getting to sites to access services is another problem for people using public transport. 3 buses to Rochdale or Oldham, 2 buses to Bury or NMGH or 1 to MRI, 2 to Salford. When you set up a service do you take into account people need to use public transport, which is appalling?</p>	<p><i>The CCG are conscious of need to travel to services, which is why we ar looking at trying to move services out of hospital and into the community HUBS.</i></p> <p><i>Unfortunately we cannot afford to have every service in each locality, therefore specialist centres are in situ where appropriate.</i></p>

A volunteer from Rochdale Community Partnership raised the following questions:

8	What service and provision is available for homeless people?	<i>HMR CCG have commissioned HART (Homeless and Assessment Response Team) and also regularly support homeless events at Rochdale Infirmary and work with local services.</i>
9	What are you doing to improve Awareness and impact of Mental Health amongst BME youths?	<p><i>Our children and young people's (CYP) emotional health and wellbeing service, #Thrive is commissioned to deliver mental health awareness assemblies and workshops in schools across the borough. We also commission a peer mentoring service, which works with young people aged 11-24 offering support and advice around the services and support available as well as self-help tools/techniques. Kooth, our online counselling service has also done a number of presentations in schools and Hopwood Hall College. M6 theatre has also worked in schools to deliver monologues and workshops in schools to raise awareness of mental health topics, for example, self-harm. Although, these services are not particularly targeted at the BME communities, they are open to all children and young people in the borough.</i></p> <p><i>The 'Stories we can tell' scheme funded through the SIF, is particularly aimed at young people who have experienced traumatic events and many of the CYP accessing this support are from asylum seeking families. This scheme aims to encourage and enable these young people aged 11 to 21 years to tell and share their stories. As well as providing the young people with new skills in writing and performing, the scheme works to build confidence, empathy and understanding, and help the young people to find their voice and to realise that they were not alone.</i></p> <p><i>#Thrive have also previously worked with Muslim Community Events.</i></p> <p><i>The CCG and Rochdale Borough Council are also reviewing and developing a new grant offer for the borough. Groups will be invited to apply for funding through its new grant pots which aim to support and strengthen communities through the use of focused themes and set outcomes. It is still to be decided how these themes will be determined, but it is expected that these will be co-developed by commissioners and local communities. Examples may include; Schemes which raise awareness of Mental Health amongst BME communities.</i></p>

10 What is being provided for young people around health, who is delivering where and when? How much funding is allocated to groups in Rochdale ?

Contact details for Engagement Lead and Commissioner working with young people to be provided and details of the Directory of Services "Our Rochdale" .
www.ourrochdale.org.uk

Generally throughout the Borough there is under representation of young people and member practices would be delighted for young people to get involved in their patient participation groups (PPG's).

The local offer (for children with special educational needs and disabilities) is available to view via this [link](#)

There are a range of services available for children and young people's health. The services that are available to support CYP's mental health are available to view on our website <https://www.hmr.nhs.uk/index.php/your-health/mental-health-and-wellbeing/camhs-t-plan>, along with our plans to enhance the support available. In addition to our mental health services, we also commission a children's acute and ongoing needs service (CAONS), which provides health care in the community for children and young people aged up to 19 years. Details of the CAONS service can be viewed via Pennine Care NHS Foundation Trust's website <https://www.penninecare.nhs.uk/your-services/service-directory/heywood-middleton-and-rochdale/community-services/childrens-nursing/heywood-middleton-and-rochdale-childrens-acute-and-ongoing-needs-service/>

The children's pooled fund is £47.5m (based on 2017/18 figures). In addition to the commissioned services for children and young people The CCG have provided funding to the following schemes via the Social Investment Fund process which aim to support children and young people's health and emotional wellbeing.

- *Healthy ACTions is an expressive therapy project's, which used drama to promote various awareness raising campaigns in schools, and youth settings across the borough.*
- *Pop-up Healthy Me is a scheme which aims to raise awareness amongst young people on suicide prevention in sport. The group attend various events and settings across the borough.*
- *Stories We Could Tell runs weekly, every Monday from Drake Street and engages children from all across the borough. The project is aimed at young people who have experienced traumatic events or have mental health issues.*
- *M6 Theatre Company deliver outreach drama workshops, award winning theatre productions, regular free time youth theatre sessions for marginalised children and families across Rochdale*

		<p><i>Borough:-</i></p> <ol style="list-style-type: none"> 1. <i>Unlocking Voices (Film & resource project with Cared For Young People)</i> 2. <i>Linking Schools (Primary aged children from different cultural backgrounds)</i> 3. <i>Weekly Youth Theatre (#THRIVE/HYM & RMBC Youth Service referrals)</i> 4. <i>Performances for intergenerational community audiences at M6 Studio Theatre</i> 5. <i>Get Creative - new newsletter & communications strategy to share the menu of current free/highly subsidised cultural/creative activities & support available in the Borough</i> <p><i>These services are open to all children and young people across the borough.</i></p> <p><i>The total amount spent on the above SIF schemes is £49,740.</i></p>
<p>11</p>	<p>What are the biggest health challenges for Rochdale?</p>	<p>Public Health provided the following response:</p> <p><i>The health challenges in Rochdale Borough are described in the Joint Strategic Needs Assessment (JSNA). The Council are currently building webpages for the JSNA that will be accessible by the public. These will be based largely on the JSNA summary document which is attached.</i></p> <p><i>Describing the biggest health challenges very much depends on how you want to define and conceptualise health. If health is seen from a disease model perspective then you are likely to concentrate on the biggest causes of early deaths. In Rochdale the main causes of early death are from the following disease areas: cardiovascular disease - including heart disease and strokes; cancers; and respiratory disease. Diabetes is also an important disease in Rochdale and is more prevalent in people from a South Asian background. From the disease model perspective the biggest challenge is to get local people to alter their health behaviours. Most of the early deaths recorded are preventable and could be reduced if the population did the following: stop smoking if you are a smoker; reduce alcohol consumption; increase levels of physical activity and eat a healthy diet that includes a lot of vegetables and fruit. Other big challenges from the disease model perspective are ensuring equitable access to services across groups, encouraging early diagnosis of disease and encouraging attendance at cancer screening. It is also important to recognise that many people in Rochdale have health conditions and also challenges</i></p>

such as being a carer or living in poverty.

If you look at health using a determinants of health approach the biggest challenges to health come from issues linked to poverty and include poor housing and unemployment. The statistics are very clear in showing a health gradient across the Borough with the least deprived areas having the best health and the most deprived having the poorest health. From this perspective reducing health inequality is the biggest challenge.

Finally, if you look at health from a holistic wellbeing perspective and focus on quality of life rather than length of life and absence of disease a different set of challenges emerge. Important challenges are, ensuring safety in and out of the home, tackling mild mental health issues, helping older people connect, encouraging modest but achievable behavioural changes to improve health, improving health literacy and fostering a sense that Rochdale Borough is friendly and caring place for everyone.

12 What are biggest health challenges for Rochdale BME communities?

Public Health and HMR CCG Equality, Diversity and Inclusion Lead provided the following response:

The BME community in Rochdale is not homogenous and forms a diverse population and health challenges may vary in particular groups. Between the census in 2001 and 2011 the BME communities in Rochdale Borough grew from 13.9% to 21.4% of the population. This trend is likely to have continued which means BME communities now form a much more sizeable group than in the past. The largest BME group is Pakistani with 10.5% of the population and the second largest is Bangladeshi with 2.1%. The socio-economic profile of our BME groups is often vastly different to that of our White British residents with consequent effects on their quality of life and health outcomes. BME groups generally have worse health than the overall population and language or cultural barriers may prevent these groups from accessing mainstream services. As mentioned above social deprivation is a very important factor and the distribution of the BME community across areas of deprivation will be an important determinant of health. Reducing health inequality across communities in Rochdale is one of the biggest challenges.

The CCG welcomes the findings reported in 'The State of Health Black and Other Minority Groups' a contribution to the Development of a Joint Strategic Needs Assessment (JSNA) for GM by the Black Health Agency in Manchester. The full report is available via this [link](#). Differences in the health of Black and other

		<p><i>minority groups are most prominent in the following areas: mental health, cancer, heart disease and related illnesses such as stroke, Human Immunodeficiency Virus (HIV), Tuberculosis (TB) and diabetes. Additionally an increase in the number of older Black and other minority people in the UK is likely to lead to a greater need for provision of dementia services as well as the provision of culturally competent social care and palliative care.</i></p> <p><i>In Rochdale we are working closely with communities to continuously improve our understanding of local need and ensure the services we commission are accessible to all users and contribute to improving outcomes. For example our GPs offer a health check for South Asians which is similar to the national scheme and finds cardiovascular disease and diabetes earlier. This is offered to people believed to be at risk from age 30.</i></p> <p><i>We have a range of expertise to support our ongoing work to ensure health inequalities for BME communities are addressed. For more information about our work in addressing race inequality please contact our Equality and Inclusion Lead samina.arfan@nhs.net</i></p>
<p>13</p>	<p>Refugee and Asylum Seeker Families. Volunteers are currently working with 19 families and no one person/service is working with them. There is a dire need for families to receive support and not have to wait for 6 /7 weeks this relates to Health and Social Care.</p>	<p><i>Asylum seekers are able to register with GP Practices and receive health care provision in line with the general population.</i></p> <p><i>Contact details of the Joint Director of Intergrated Commissioning were provided along with the Commissionng Lead for Children’s Services to discuss further.</i></p> <p><i>The link for Rochdale Directory fo Services “Our Rochdale” was also provided as a useful resource. www.ourrochdale.org.uk</i></p>