

NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG)
Chair's responses to public questions from 18 January 2019 Governing Body meeting

	Question	Response
1	<p><i>Questions submitted by member of public (DM)</i></p> <p>Why is Pain Management Solutions still in place? Given by Rochdale CCG's very own figures Pain Management Solutions is failing dismally with a score of 2 from a scale of 1 – 5. I'd be very interested to know how long the CCG will tolerate such poor performance. And let's not forget this is the health of people who are suffering that we are talking about. The CCG has its own Patient Services who are also not servicing its patients as they mislead patients such as myself with inaccurate estimates to answers to enquiries / complaints and blame staffing yet the delays must have been pre existing? Pain Management under the NHS worked. Now its via a private company with profit margins. Bleeding cash from the health service. This can not be a good thing.</p>	<p>The rating referenced is a national patient rating from service users not specifically a HMR scale.</p> <p>Work will take place to review the local ratings for pain management.</p> <p>Confirmation was received that the previous pain service provided by Pennine Acute NHS Hospitals Trust (PAHT) is no longer recommended via NICE guidance, which resulted in the change in provider.</p> <p>Further assurance was provided that any complaints received are fully investigated and this is currently being progressed via the appropriate route.</p>
2	<p><i>Question raised on behalf of GM Older People's Network</i></p> <p>Can the profile of the network be raised and that the focus change from GM to also include local issues?</p>	<p>Members were advised that the Director of Operations / Exec Nurse regularly meets with local members of the GM Older Peoples Network and will ensure that links are made with HMR CCG Engagement Lead.</p>
3	<p><i>Question raised by TE on behalf of Better Health 4 Middleton.</i></p> <p>Why Alkington Health Centre for needles and not Middleton?</p>	<p><i>A response has been provided previously in relation to needle disposal / exchange service on 21 September and 16 November 2018.</i></p> <p>It was further clarified that the responsibility for needles sits with Rochdale Borough Council and not the CCG.</p>

		<p>The Director of Public Health suggested that a meeting takes place to fully understand why Alkrington Health Centre was chosen and will follow up direct.</p>
<p>4</p>	<p><i>Question raised by TE on behalf of Better Health 4 Middleton.</i></p> <p>Why are there delays in prescriptions from hospitals?</p>	<p>It was confirmed that further details will be required to investigate specific cases which will also require patient consent.</p> <p>Further clarity was provided as previously providing in response to the question raised on 16 November 2018.</p> <p>If a green prescription is issued the medication is not urgent.</p> <p><i>Response to question raised on 16 November 2018 and previously shared:</i></p> <p><i>Clinicians clarified the standard procedure for patients to be discharged with any required urgent medication, this would be provided by the hospital on discharge for the full course of medication.</i></p> <p><i>If the medication is not urgent the hospital may write a green prescription for collection at a local pharmacy within 7 days.</i></p>
<p>5.</p>	<p><i>Question raised by TE on behalf of Better Health 4 Middleton.</i></p> <p>Are there plans for more doctors and surgeries in Middleton due to the 800 new homes which are planned?</p>	<p>The CCG has been linked with the HMR Strategic Estates Group and with Rochdale Borough Councils Strategic Housing department in relation to upcoming developments and the potential population increase. The CCG will continue to work closely with the relevant stakeholders to understand the anticipated demographics and needs of the people moving into the new housing to ensure equitable provision of services; and as Dr Duffy already stated within the Governing Body meeting, some of these 'new' residents may already be registered with our local practices. The CCG In terms of Primary Care provision/access, HMR CCG have supported the national drive to introduce 8am to 8pm weekday opening along with weekend access and continues to work hard to address the workforce issues being seen nationally. There is a whole programme of work in place to address the ongoing difficulty in recruiting, developing and retaining GPs, Practice Nurses and Primary Care Staff in HMR. The CCG has also been working on increasing access/reducing variation in other ways which has been embedded</p>

		<p>across the Borough within all practices to ensure all patients receive the same high quality service no matter which practice they are registered with. It should also be noted that currently all practices across the Borough are operating open lists which means they are all taking on new patients</p>
6.	<p><i>Question raised by TE on behalf of Better Health 4 Middleton.</i></p> <p>Is there an impact on practices not being able to take repeat prescriptions over the phone?</p>	<p>It was confirmed that due to potential safety issues, the Care Quality Commission (CQC) have advised that practices should not take repeat prescriptions over the telephone and these must be request online or face to face.</p>