

NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG)
Chair's responses to public questions from 18 May 2018 Governing Body meeting

	Question	Response
1	<p>Why are the Patient Participation Groups (PPG's) in the Middleton area poorly backed by the CCG?</p> <p>I am currently working with GM Devolution representing older people. How as volunteers can we have a voice and awareness of what services are available.</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 agreed to meet with the member of the public to gather more detailed information and discuss both PPG support requested and access to Older People's information to support GM Older's People's network.</i></p>
2	<p>Please can you provide an update on the Cross Boundary Issue.</p>	<p><i>As detailed in the letter you received. 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>Following receipt of your consent. HMR CCG have forwarded your letter and the copy letter sent to Andy Burnham to the organisation for them to respond.</i></p> <p><i>HMR CCG will provide you with the dates of Manchester Health and Care Commissioning Board meetings to assist with any further follow up.</i></p>
3	<p>Why do you have to go through BARDOC to contact the District Nurse Services, which is a private company?</p>	<p><i>Following feedback from patients in relation to frustration of having to contact various different numbers to access services. A single point of access is now in operation, this is a central telephone number, who provide triage and sign post to the appropriate service.</i></p> <p><i>HMR CCG have commissioned BARDOC to provide this service, similar to any other service that is commissioned.</i></p>

<p>4</p>	<p><i>On behalf of Better Health 4 Middleton:</i> Why don't we have any Admiral Nurses ?</p>	<p><i>Although HMR CCG does not commission admiral nurses, we do have a number of other services that provide similar support and advice to that which an admiral nurse would typically offer. This includes:</i></p> <ul style="list-style-type: none"> • <i>supporting families and carers of people with dementia to develop skills and techniques around communication to help them stay connected</i> • <i>supporting families and carers of people with dementia to prevent or manage signs of fear and distress</i> • <i>signposting to (or providing) additional care and support where individuals and/or families are struggling to cope</i> <p><i>In Rochdale we currently have the following:</i></p> <ul style="list-style-type: none"> • <i>A befriending Service that matches volunteers with people with a diagnosis of dementia providing support for the person with Dementia and their carer</i> • <i>Well-being Cafes that are purely reserved for people with a diagnosis of dementia and their carer</i> • <i>CrISP (a carer's information programme) providing emotional support/social isolation; help on clarifying their diagnosis/coming to terms with the condition; help with financial or legal considerations of caring or thinking about residential care settings and moving on following bereavement</i> • <i>A dementia advisor that supports people with a diagnosis and their carers</i> • <i>Shifa Family Link Project – (Supporting people with dementia). The Project offers support to people living in the community with memory changes or a diagnosis of dementia, their carers and family members to enhance their ability to live well and independently</i> • <i>Dementia Care offers specialist dementia carer support providing practical and emotional support and some signposting</i> • <i>Living Well with Dementia offers one to one holistic support including massage for pain management and can support both the patient and the carer for up to six months</i>
<p>5</p>	<p><i>On behalf of Better Health 4 Middleton:</i> Why don't we have a late night chemist ? Do we have to travel to Manchester or Salford ?</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>

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 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

Within Middleton area the following pharmacies are open late:

- *Boarshaw until 7pm*
- *Tesco until 8pm*

There is also an option for prescriptions to be delivered.

There have been some really good questions raised today which would probably be of benefit to other members of the public. The Deputy Chief Officer / Executive Nurse will take these forward and request that relevant information is included in the CCG Living It magazine which is available throughout the HMR borough.