

NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG)
Chair's responses to public questions from 16 November 2018 Governing Body meeting

	Question	Response
1	<p><i>Questions raised on behalf of Better Health 4 Middleton:</i></p> <p>A Better Health 4 Middleton member is having problems with a service at Salford Royal Hospital, Endocrinology. The service seems to have stopped and there's no information about its future. She has tried phoning several numbers but none of them offer any help as they're phones that doesn't accept messages.</p>	<p>The CCG is not aware of any Endocrinology services stopping at Salford Royal Hospital.</p> <p>There are seven endocrinology services to book into at Salford Royal Hospital depending on the reason for referring. There is a central Out Patient appointment line that patients can contact 0161 206 4100, this requires the individual to call and provide their NHS Number to assist with the enquiry.</p> <p>The Better Health 4 Middleton representative was advised to request the member who is currently experiencing the difficulties to contact the CCG commissioning team to support them with contacting the relevant endocrinology department. CCG reception – 01706 652853.</p> <p>Additionally patients who are experiencing difficulties with services are able to contact the Patient Advice Liaison Service (PALS) on 0161 2126270 or public freefone: 0800 121 4430</p>
2	<p>Very recently, the Needle Exchange reported problems. They were running out of needles. I took action and I'm happy to report that as of yesterday I'm told the needle exchange has been supplied with needles. It shouldn't take me to get involved. One solution was offered yesterday. If the surgeries won't or can't accept needles for disposal, why can't the pharmacies have a bin so they can accept them? Who is responsible for the needle disposal services? Is it the CCG, Public Health, The Council? That's something we've never been told.</p>	<p>The question was previously raised at the Governing Body meeting on 21 September 2018 and a response provided on 12 November 2018 as detailed below:</p> <p>It was confirmed within the meeting that the responsibility for needle disposal sits with Rochdale Borough Council under Public Health, which the CCG confirmed verbally when the question was initially raised at Governing Body on 16 March 2018</p> <p>It is a decision of the individual GP practices as to whether they would wish to provide a needle disposal service for their patients.</p> <p>It was agreed that further clarity be sought and shared.</p> <p>Discussions have taken place between the CCG and RBC colleagues and the following update is provide:</p> <p>Needle Collection</p> <p>The CCG has liaised with Community Health Partnership to ensure the needle collection and transfer service is</p>

reinstated across the borough as detailed below:

- Croft Shifa (Belfield, Rochdale)
- Nye Bevan House (Rochdale),
- Phoenix Centre (Heywood)
- Alkrington Clinic (Middleton)

Apart from these 4 centres GP Practices are not commissioned by the NHS to accept patients used needles. It is therefore the decision of each practice whether they accept them or not from patients if asked to do so.

The needles would have to be encased in a secure sharps bin when taken to the practice. Patients using needles themselves for Diabetes or other health conditions can get their sharps bins on prescription from their GP or they can buy them.

Any healthcare practitioner that uses a needle or sharps to deliver treatment in a home or community/health setting is responsible for their safe collection and transfer as part of routine health service provision.

The Council is responsible for the disposal of clinical waste from residential homes but does not have a home collection service for needles. If the Council do agree to collect needles/sharps they may charge residents a fee for collection.

Any individual with significant concerns about a large amount of clinical waste remaining at home would need to discuss this further with the service they can be contacted on 0300 303 8884

Spring Vale Recycling Centre

The supervisor at Springvale Recycling Centre, Middleton has confirmed that they provide a needle collection service for individuals but not organisations.

Needle Exchange

For Injecting Drug Users – the Council commission a service from Turning Point to provide clean needles, sharps bins and collection points across the Borough for injecting drug users who register with the scheme. All users are encouraged to dispose of all needles and

		<p>sharps responsibly. For a short time there was an issue with low stocks in one pharmacy. Training on a new ordering system that now triggers automatic restocking has been completed and this issue has been resolved.</p> <ul style="list-style-type: none"> • Lakeland Court, Langley provide a needle exchange service for drug users <p>A Middleton Guardian article described drug users disposing of “gear” in a graveyard in Middleton, this included crack-pipes, tin foil and lighters.</p> <p>While the CCG acknowledges this is a problem it is not the responsibility of the CCG to remove them. RBC will collect them if notified by a member of the public about discarded syringes and other drug use articles on public spaces. If the needles or other drug use equipment are on private land the council may make a small charge. The number to ring is - 0300 303 8884</p>
<p>3</p>	<p>Another question from yesterday was the Cross Border services, again. People said they're confused. It was stated that people are not allowed to use some services at North Manchester Hospital. One mentioned was ENT. I argued that can't be correct because I used the service only a week ago. But this person said, she couldn't use it thus the confusion. Why are some denied and others allowed?</p> <p>Update Some service users refer to people living on Alkrington who have Middleton doctors trying to use North Manchester General Hospital services.</p>	<p>Healthwatch Rochdale reported to date there has been no engagement from Manchester Health and Care Commissioning (previously Manchester CCG).</p> <p>Healthwatch Rochdale confirmed that East Lancashire CCG have engaged and will link in with practices regarding this issue.</p>
<p>4</p>	<p>An elderly patient (86 yrs) was discharged from hospital with a Green prescription as the internal White prescription could not be used with the Pharmacy closed. Because it was late in the day and weekend the person was released with no information and a</p>	<p>Further information was requested in order to fully understand what has taken place.</p> <p>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.</p>

green prescription which could not be met until Monday. NOT acceptable.

Could the person issuing the prescription not told the lady where she could get her medication? Too many people of her age are not on the internet and therefore couldn't have gone on the Better Health 4 Middleton website and found out which chemists are open outside normal hours. I was able to show people at our meeting the Better Health 4 Middleton website and the section where it shows the chemists locations and opening hours and also tell them that the nearest on a bus route is Asda, Chadderton. Other chemists are open, but depending on where you live, would depend on whether or not you could get there easily by public transport. Certainly not Bury, Heywood or Middleton. Middleton to Rochdale, you'd need to change buses.

If the medication is not urgent the hospital may write a green prescription for collection at a local pharmacy within 7 days.