

NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG)  
Chair's responses to public questions from 25 May 2018 Primary Care Commissioning  
Committee meeting

	Question	Response
1	<p>Within the Core+ Contract how are the required number of appointments calculated and does this change seasonally?</p>	<p>Core+ targets are in addition to the core GP contract requirements. There is no seasonal variation. The weekly target is to provide a minimum of 75 GP (or Advanced Nurse Practitioner) appointments and minimum 30 Practice nurse or healthcare assistant appointments per 1,000 population by each GP practice, based on HMR CCG list size as at 1<sup>st</sup> April 2017. A consultation is defined as either face-to-face, home visit, telephone/video consultation. Any access support provided by the CCG or subcontracted by CCG commissioned services are to be excluded e.g. 7 day access service, Out of Hours or Acute Visiting Scheme.</p> <p>The minimum target figure has been adopted to meet the Greater Manchester Primary Care Standards.</p>
2	<p>How many bilingual staff are there in the EASY HUBS?</p>	<p>Community Connectors are employed by Rochdale Borough Council (RBC), HMR CCG liaised with RBC, who provided the following response.</p> <p><i>There are 12 Community Connectors (8 full time and 4 part time), one member of staff who is bilingual can speak Urdu, Punjabi and Mirpuri and is based at Rochdale but has flexibility to move around the borough if required.</i></p>
3	<p>How can community connectors relate to the community if not bilingual?</p>	<p>The CCG recognises its diverse population and is continually striving to meet their needs, by exploring new ways in which to engage. We continue to seek to obtain the views and understand the needs of people from black, Asian and other minority ethnic groups and to continue to work closely with existing community groups, faith leaders and educators who may already have links to groups and individuals with poor access to services.</p> <p>As part of our transformation plan we held a campaign of engagement involving people, community organisations and faith leaders who can represent the views of local minority ethnic groups which helps to ensure that the services reflect the needs and preferences of the local population.</p> <p>Data available from translation services for GP</p>

appointments during January 2016 – December 2017 showed the following as the top 10 main languages requested within the Rochdale borough:

- |              |                       |
|--------------|-----------------------|
| 1. Farsi     | 6. Chinese (Mandarin) |
| 2. Polish    | 7. Punjabi            |
| 3. Portugese | 8. Russian            |
| 4. Urdu      | 9. Albanian           |
| 5. Arabic    | 10. Slovakian         |

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*As detailed above there is one bilingual Community Connector in post. All Community Connectors have access to translation services and further technology and training is being explored to assist with translations.*

*Our Rochdale Directory of services is now live and this has access to Browsealoud which can translate the website into spoken voice in different languages, this also has the ability to change words on screen. This is a key tool for the Connectors to ensure they are able to relate to all members of the community when supporting someone whose first language is not English.*

4. As a patient representative, I sit on forums across Greater Manchester. Why can I not go on the local Patient and Public Engagement Committee? I was refused and I want to see all the papers.

Patient and Public Engagement Committee has representation from all sectors. As the appropriate people were not in attendance at the committee today, it was requested that the question be submitted via the website. To enable a full response to be provided

Following the meeting the Patient and Public Engagement Committee Chair, Vice Chair and the CCG Engagement Lead met with the member of the public to discuss further,