

NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG)
Chair's responses to public questions received and recorded at the Primary Care
Commissioning Committee meeting on 12 June 2020

A number of questions were submitted in advance which related to Covid 19, these will be progressed via a Freedom of Information request. Confirmation has been received from the requestee that they are happy with this approach. Any responses to the Freedom of Information request can be viewed via this website: www.whatdotheyknow.com

	Question	Response
1	<p>Question received in advance from a member of the public:</p> <p>I have recently been for an urgent ultrasound scan at Ashworth Street Surgery (I am a patient at Castleton) I was given results back in 24 hours, putting my mind at rest.</p> <p>My wife has since been referred, but our Doctor has said as her referral is not urgent, that there may be some delay, she is obviously worried. As routine clinics are not yet fully operational, is there any indication of when this will be changed and we will be "back to normal".</p>	<p><i>The following response was provided by the Governing Body Clinical Lead for Primary Care.</i></p> <p><i>Presently there is lots of recovery planning on going which is looking at returning to Business As Usual (BAU). It is reassuring that urgent scans, urgent referrals and cancer referrals have continued throughout the pandemic and in fact there has been a plea from clinicians to the general public to consult if they had worrying symptoms as doctors were concerned that the lumps and bumps/chest pains and strokes had dropped in number suggesting patients were sitting on their ailments.</i></p> <p><i>Whilst we would be unable to give a date at which all services are back to pre-Covid 19 functionality it was emphasised that if there are any changes to symptoms, patients waiting for a routine diagnostic or appointment should get back in touch with their GP, to check if their referral needs to be re-prioritised.</i></p> <p><i>It is important to note that we have always given this advice even pre-Covid 19 with regards to routine referrals.</i></p>
2	<p>The following questions were raised by Healthwatch Rochdale:</p> <p>How are GP's engaging with their PPG's and how are the CCG encouraging this?</p>	<p><i>It was confirmed that work has commenced this week to step up Patient Participation Groups (PPGs) and it was highlighted that a virtual Boroughwide PPG took place this morning (12/6/2020).</i></p>
3	<p>GP & hospital blood test issues has there been an outcome here?</p>	<p><i>It was highlighted that discussions have previously taken place regarding letters being issued to patients from hospitals stating that they contact their GP for bloods, which is incorrect.</i></p> <p><i>Work is ongoing regarding communication as incorrect information is being sent to patients. It was agreed that a meeting take place to discuss specific examples and then this can be investigated further.</i></p>