

Public questions from Healthwatch Rochdale Board Meeting.

Tuesday 27th September 2022, 6pm – 7.30pm.

The following questions were submitted in advance:

	Questions	Healthwatch Rochdale response;
1.	<p>For some time now I have felt that the service to NHS patients at Dale Medical Practice, Rochdale has been less than perfect and failing patients.</p> <p>I found the article in Manchester Evening News illuminating, ('Greater Manchester's best and worst GPs as one rated best in country – how did your doctors score?', Manchester Evening News, 31/07/2022, By Helena Vesty, NHS, social care and patients writer Claire Miller</p> <p>https://www.manchestereveningnews.co.uk/news/greater-manchester-news/your-gp-rank-24611566amp-24611566)</p> <p>Q1.I wondered if the recent 2022 GP Patient Data Survey could be used to produce a local League table of GP practices so local NHS patients can make informed decisions about signing up at local GP surgeries?</p> <p>Q2. Does Healthwatch Rochdale feel that such a local League table of GP surgeries could be developed and should be</p>	<p>The Board notes the information that has been highlighted via the Evening News article referenced in this question. However, the suggestion about whether this data survey could be used to produce a league table of GP practices is not one that can be accommodated by Healthwatch Rochdale. There are several reasons why this suggestion is not feasible for our organisation, including for example the fact that Healthwatch Rochdale only make recommendations based on what local people tell us in our own research. In addition, it is important to note that Healthwatch Rochdale would not make recommendations based on secondary data.</p>

	<p>published online on Healthwatch Rochdale website?</p>	<p>Further, it is the view of the Board that to be of use to local Rochdale residents a league table of this nature would need to be maintained and updated regularly with ongoing updated relevant data, as circumstances change over time in surgeries. Unfortunately, this is not an activity that the small staff employed by the organisation can become engaged on without diverting their attention from the broader statutory functions and responsibilities they need to deliver.</p> <p>Healthwatch Rochdale can assist you to find an NHS service near you on their website https://healthwatchrochdale.org.uk/find-services</p>
2.	<p>Vicki Nash, Associate Director of Policy, Campaigns and Public Affairs at Mind, said only this week, that 'The UK government's announcement today of "Our Plan for Patients" is a wasted opportunity to present new, innovative solutions to the country's mental health crisis. With no mention of new cash or targets, this plan will not solve the problems the mental health sector faces. On top of ongoing problems retaining staff – which this announcement does little to address – the NHS faces a backlog of over a million people waiting for mental health support, a crumbling mental health estate and</p>	<p>Healthwatch Rochdale are currently committed to an extensive engagement plan in specific areas across all four townships. For information one of our monthly Information, Advice & Signposting surgeries presently coincides with Rochdale borough Housing foodbank.</p>

	<p>the pressures of a looming recession.' 'Thérèse Coffey says this plan meets people's priorities for the health service. But research shows that, among health issues, mental health is the number one issue people are concerned with. If the Health Secretary really wants to address people's priorities, she must make sure the UK government prioritise reforms to improve the outdated and racist Mental Health Act, and recommit to a fully funded, 10 year, cross-Government mental health plan, outlining how different departments will work together to transform mental health services.' [1].</p> <p>Q1. Going forward does the Board have any plans to extend their Community Engagement outreach stalls to Rochdale, Heywood & Middleton Job Centres, local food banks or Soup kitchens in order to capture some of the mental health outcomes the current cost of living crisis is having on DWP clients and those in acute poverty directly and then indirectly as their added mental health needs & increases footfall cascades onto local frontline mental health support services?</p>	<p>For your reference, the current work programme of Information, Advice & Signposting surgeries are detailed on our website: https://healthwatchrochdale.org.uk/events</p> <p>The Healthwatch Board acknowledge and appreciate the suggestions highlighted in the question for our engagement surgeries. We will add the venues you have listed to be considered alongside the other community settings when we are next reviewing and updating our workplan of Information, Advice & Signposting surgeries.</p>
3.	<p>In light of today's (26/09/2022) report by the Black Equality Organisation stating that 65% of Black people said they had been discriminated against by healthcare professionals because of their ethnicity Outling that ' Black people face considerable discrimination and exclusion, especially in public services such as healthcare and the criminal justice system. In particular, 75% of 18-34 year olds and 69% of Black Africans said they were discriminated against by healthcare professionals because of their ethnicity [1] I'd like to raise the following questions with the Board </p>	<p>Healthwatch Rochdale Board appreciates the report and data being brought to their attention. Healthwatch Rochdale wish to assure the person who submitted the question, and residents of Rochdale, that we are fully committed to ensuring that everyone can access the health and care they need when they need it.</p>

<p>Q1.Does the Board agree with today's Black Equality Organisations reports [2] conclusion that </p> <p>'Black people being able to access health care, with equal outcomes irrespective of race. BEO calls for an end to prejudicial decisions being made by healthcare professionals when diagnosing and treating Black patients. In particular, in response to the findings of this report BEO will focus on improving maternity care statistics, and supporting healthcare providers to ensure that people with special educational needs and mental health issues are being catered for appropriately without suffering a detriment because of their race ' [1] ?</p> <p>Q2. Moving forward are the Board able to promote the kind of local systemic change advocated by the Black Equality Organisation in 2.2 Conclusions and Calls to Action to ensure that</p> <p>'Black people being able to access health care, with equal outcomes irrespective of race. BEO calls for an end to prejudicial decisions being made by healthcare professionals when diagnosing and treating Black patients. In particular, in response to the findings of this report BEO will focus on improving maternity care statistics, and supporting healthcare providers to ensure that people with special educational needs and mental health issues are being catered for appropriately without suffering a detriment because of their race' ? [1]</p>	<p>As part of this ongoing commitment Healthwatch Rochdale have recently achieved the FREDIE award standing for Fairness, Respect, Equality, Diversity, Inclusion and Engagement. In addition, Healthwatch Rochdale have been placed number 11 in the most inclusive workplaces from the National Centre of Diversity.</p> <p>In this context, in line with our statutory obligation, we are keen to ensure that our work continues to focus on obtaining the views of ALL local people regarding their need for, and experience of, local care services and importantly to make these views known to persons responsible for commissioning, providing, managing or scrutinising local care services and make reports and recommendations about how local care services could or ought to be improved.</p> <p>With respect to the specific question about whether there are any plans and proposals to collect information on the impact of Covid on Black, Asian and minority ethnic</p>
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	<p>Q3. Is the Board currently, or moving forward, planning to collect local information on the impact of Covid on disproportionate number of Black, Asian and minority ethnic people dying from COVID-19 as patients and / or as key workers in the NHS or Social Care as outlined in 3.1.2 Health </p> <p>3.1.2 Health There was a significant proportion of both Black and UK-wide respondents who expressed concerns around health, with specific fears around COVID-19. This is reflected by wider evidence. A review conducted by Baroness Lawrence found that not only were a disproportionate number of Black, Asian and minority ethnic people dying from COVID-19, but also that they tended to work in jobs which caused them to be overexposed to the virus and more likely to suffer the economic consequences [1] ?</p> <p>Q4. Will the Board be willing to sign up to the Black Equality Organisations Manifesto [3] at https://blackequityorg.com/manifesto/</p>	<p>people. The Board can confirm that this is not presently included in any of the forward plan of work identified by the Advisory Group and staff team following the review of data and information around issues brought to the attention of the Healthwatch Rochdale.</p>