

Questions from the Devolution Difference Event – 9 October 2018

No.	Question	Response
1	Will Stockport publish an Annual Wellbeing Report please?	Each year the Director of Public Health produces their Annual Report. These can be accessed at https://www.stockport.gov.uk/public-health/annual-report-of-the-director-of-public-health . We are currently finalising the 25 th Annual Report which will focus on self-care and social isolation and loneliness.
2	What proportion of new housing will e: 1. To lifetime homes standards. 2. Extra Care housing with health, social care and dining facilities?	The Council has already worked with a number of social housing providers and private providers to deliver a range of extra care schemes across the borough and is currently undertaking a detailed piece of work to understand the future needs and demands for all types of accommodation for our ageing population. The exact quantity of extra care/extra care type accommodation to be provided will be determined through this work, but it should be noted that the Council is working with partners to develop a range of quality options, in line with our residents needs and aspirations.
3	Smoking and pregnancy was mentioned, but are you doing anything about alcohol and pregnancy as the impact is much greater and will cost a lot more and we do not inform people.	Where alcohol is identified as an issue there is a pathway in pregnancy both for maternity services and health visiting. Like you we recognise that this is an area that needs to be continually focussed on.
4	How are these events advertised? It only appeared on Stockport Council website/FB page yesterday 8/10/18 which isn't good enough. Also as it's a daytime event this excludes people who work and younger people who might have contributed their views. Would it be possible to send out copies of all the presentations to be look at in more detail as some were too small to be read on the day.	The CCG worked with a range of partners to promote the event, including Healthwatch and with support of almost 30 community organisations. We fully accept the timings of events is crucial, however the time for the Devolution Difference event was directed by Greater Manchester Health and Social Care Partnership. All presentations and videos are available on the CCG website at: www.stockportccg.nhs.uk/news/devolution-difference-stockport/
5	What does the council propose to do to regenerate Merseyway as the town centre is slowly dying with the major shops leaving – M&S, Next, Peacocks. It would be good to demolish it and open up the river. Good to see development of Underbanks and Market Place	SMBC are actively working on a number of plans for Merseyway which were contained in the report to Cabinet on 13 th November. We hope to be able to communicate these more fully over the coming months.
6	Does any of the money from Devolution go towards supporting the voluntary groups which GP's can refer to for social prescribing?	Social prescribing involves helping patients to improve their health, wellbeing and social welfare by connecting them to community services which might be run by the public sector or a local charity. For example, signposting people who have been diagnosed with dementia to local dementia support groups. Across Greater Manchester there are a range of voluntary groups working within communities to

		help provide support and GPs are able to signpost patients to access these groups.
7	Will the 7 day access service and other community support schemes be available at ALL GP surgeries and not just central group surgeries?	<p>The 7-day access and GP Extended Hours service is designed to provide patients with appointments outside normal general practice hours for routine care.</p> <p>Patients registered with a GP practice in Stockport can access appointments at five locations in Stockport at present.</p> <p>Extended Hours appointments can be booked up to four weeks in advance and patients can book and appointment by calling their own GP. For further information visit: www.stockportccg.nhs.uk/general-practice-extended-hours/</p>
8	Is the 7 day access a postcode lottery? Will it be across the whole community regardless of social status?	The 7 day access will be available to Patients registered with a GP practice in Stockport.
9	When do you think Stockport's Urgent and Emergency Care system will be capable of delivering a service in line with national standards? The evidence suggests the over 65's are waiting longer for treatment and this is a dangerous situation	The A&E performance at Stepping Hill does remain extremely difficult and the leadership at the Greater Manchester Health and Social Care Partnership alongside Council and CCG colleagues are providing on-going support and additional funding. Pressures and budgets across the whole NHS are extremely challenging and we recognise the problems Stockport has had over a number of years.
10	Jo Rouse used the phrase 'It doesn't matter who runs the service as long as it works'. Does this include the use of private sector organisations to manage services e.g..Virgin, Serco etc. when they have a bad track record of success and prove to be expensive failure rebounding back on the NHS	Our preference is always for a collaborative public service model – where public sector organisations work closely together to provide the best possible and most accessible services for the people of Greater Manchester. We are bound by national legislation and have to follow tendering rules.
11	How best can an adult find out about NHS dental care? Where I live in Cheadle there only seems to be private dentistry.	Patients can register with any dental practice that is convenient for them as they are not bound to catchment areas. Patients who are not registered with a dentist but would like to, can call the Stockport dental helpline on 0161 476 9649 and will be given help.
12	Are you going to build any new council housing at all? It seems only private homes are being build. (which are all too expensive or normal people to buy)	The Council is building directly through Stockport Homes (the Council owned Arms Length Management Organisation), and facilitating/coordinating through Partner Registered Providers the delivery of a wide range of affordable rented and shared ownership accommodation within the borough. The number of affordables delivered has been increasing year on year (currently circa 300pa) following the creation of 'Viaduct Housing' (part of the Stockport Homes Group) and an innovative funding mechanism by the Council in 2016.

13	Why does my local GP practice refuse to do home visits for my parents who have dementia?	Home visiting is available for those patients who are house bound and need support. If you're unable to visit your GP surgery for medical reasons, you can ask your GP to make a home visit. Your GP may be able to give you advice through a telephone consultation. If possible, try to call your GP in the morning if you think you'll need a visit the same day.
14	Why do my parents who both have dementia not getting midday calls? They are left to go hungry and thirsty for several hours – I have asked Adult Social Care may times but have been told there is no one available.	There should not be any reason why SMBC would not be able to meet your parent's needs, with either an additional call or another means of meeting the need. I'd would advise contact with Adult Social Care and ask for a re-assessment of need.
15	What about the carers needs? Such as the very elderly parents with extreme basic needs.	Clearly, ensuring that we support informal carers (unpaid carers) is important, given the valuable role they play to meeting the needs of often vulnerable adults. We do have a wide ranging offer of support to carers, spanning across those with basic needs to those with a greater level of need. Adult Social Care can be asked to carry out an assessment of needs and will respond where this is relevant.
16	Enhanced domiciliary care is vital for the delivery of effective primary and community care .What is the strategy for achieving this? It's not just pay rates....	Stockport Adult Social Care is working closely with the GM Transformation Programme for Living Well at Home. A significant part of this is ensuring that we have an effective workforce across domiciliary care and this work is focusing on a number of areas, such as recruitment, retention and valuing the workforce.
17	Will GP appointments made at weekends and in the evening be with NHS doctors or are private health organisations being invited to tender for 'additional hours' (in Greater Manchester generally, and in Stockport in particular). If private organisations do win such contacts, will this not undermine the NHS funding ethos of 'free' at the point of access?	Patients can book a weekend or evening appointment through their own GP. The extended hour's service is provided by Viaduct Care, who are a local health organisation that is a partnership of all 39 Stockport GP Practices to help deliver more community services.
18	Why are there no speakers about what Devo Difference is doing for mental health?	There were a wide range of topics that were presented at the event, and this included some discussion on mental health issues and how Greater Manchester is working across all ten localities to improve access and services.
19	We are now on our third company that provides homecare services for my 94yr old mother. The services are poor, particularly, inconsistent and unreliable. Are there any plans to nationalise these private companies in the event of a Labour party taking power in a general election?	It would be unwise to second guess the will and plans of any political party and we have no more insight than anyone else. However if you could please give us the name of the care provider we will look into the concerns you have raised.
20	Can you give figures for planned houses and they social housing and which areas of Stockport will they be built?	As previously reported, through 'Viaduct' (part of the Stockport Homes Group) and Partner Registered Providers, the Council are currently delivering circa 300 units pa of affordable accommodation across the borough in a range of locations. The Council intends to increase this number and actively investigates all potential site

		opportunities in all parts of the borough.
21	Has any planning been done on the (possible) impact of Brexit on a Manchester and healthcare funding?	<p>As part of our responsibility for the NHS and social care in Greater Manchester we prepare for any and all possible events that may impact on services provided.</p> <p>Working with our partners across the region, and our colleagues at NHS England and NHS Improvement, we are building a full picture of areas that could be affected to ensure Greater Manchester is resilient and prepared for all eventualities.</p>
22	Geographic inequality in health and the ability of the Local Authorities to raise local tax – what is Greater Manchester doing to push to correct this problem in funding?	We are very aware of the health inequalities that exist across the region and are working hard to reduce to them. However this question would need to be put to the Mayor of Greater Manchester.
23	What is SMBC's position on community toilets and making available changing places and signs to attract people to town for shopping and leisure environment	<p>A proposal to create new toilet facilities and amenity block within the Merseyway Centre is included within the overall redevelopment plans approved by the Cabinet on 13th November. The proposal is to create a new amenity block on Adlington Walk to replace the tired facilities currently located in Vernon Walk. The proposed amenity block will be a facility for the whole town centre and would include high-spec toilet and changing facilities in line with those detailed by 'Changing Places' (http://www.changing-places.org/). The proposals also include a new stair and lift core for Merseyway that would link to the new amenity block, creating a fantastic new arrival point for the centre with a cluster of complementary uses located in Adlington Walk.</p> <p>The Council hope to start the work on the new amenity block early in Spring next year, with the new amenity block operational by early 2020.</p>
24	Can you explain the difference between 'Contractual hours', 'Extended hours' and 7 Day GP access?	<p>Contractual Hours and those stipulated within the national NHS contract for GPs.</p> <p>Extended Hours is part of a national programme under NHS England to provide additional hours (beyond the contractual hours) and is based on the number of patients on the Practice List.</p> <p>7 Day access is contracted locally, and includes appointments for patients on weekends.</p>

25	7 day GP access – Is this only at Mastercall, Pepper Road.? This is no use for non car drivers, there is only 1 bus hourly and nothings during evenings and Sundays. It is a 25 minute walk from the A6 walking at speed.	The 7-day access and GP Extended Hours service is designed to provide patients with appointments outside normal general practice hours for routine care.
26	Will there ever be GP access evenings and weekends in the neighbourhoods either the 4 or the 8. If so, where?!	<p>Patients registered with a GP practice in Stockport can access appointments at five locations in Stockport at present.</p> <p>Extended Hours appointments can be booked up to four weeks in advance and patients can book and appointment by calling their own GP. For further information visit: www.stockportccg.nhs.uk/general-practice-extended-hours/</p>
27	I believe contractual GP hours are 8am – 6.30pm. So can you explain why some surgeries have no clinical staff after 5pm? This makes extended hours a mockery ! Some surgeries also have no clinic staff 2 to 3 afternoons per week, which makes the GP reception a glorified telephone exchange/enquiry office.	A number of GP Practices run appointments for patients in the morning and late afternoon. The time in between is used to make urgent visits to house bound patients or residential care homes. In additions there will be training events for Practices to support the development of clinical staff to help improve patient care.
28	We cannot read hardly any of the screen presentation. If other organisations can use the full screen to make it readable why not you?	<p>All presentations and videos are available on the CCG website at: http://www.stockportccg.nhs.uk/news/devolution-difference-stockport/</p>