

Question / Comment	Answer
<p>How many of the 172 care homes are local authority v privately owned. Were there any care homes that weren't covered by the training?</p>	<p>3 of the 172 Care Homes in Cheshire are owned by the Local Authority, one is owned by Cheshire East Council: Mountview in Congleton (which is currently closed); and two are owned by Cheshire West and Chester Council: Leftwich Green Community Support Centre (which is currently closed) and Sutton Beeches – which has received training.</p> <p>All Care Homes received the offer of training using a variety of methods. All homes received an email containing the offer of the training, a description of the content and a link to the National slides; all emails were followed up with at least one phone call, all emails that 'bounced back' were followed up to ensure that the homes have received the offer.</p> <p>Some of the homes that belong to larger companies were advised by their respective companies not to accept the training as the companies delivered their own in-house training. 59 homes initially declined the offer as they felt that they had already received the training, however 4 more of these have now received the training.</p>
<p>56 Homes were not trained, were they approached by CCG?</p>	<p>Currently 55 Homes have not been trained, all homes were approached by the CCG on a number of occasions as per the answer above.</p>

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<p>What happens with the care homes that didn't have the training?</p>	<p>The CCG has continued to contact homes that have declined the training and have referred them to the specialist Community Infection Prevention and Control Team.</p>
<p>Are The Care Home staff all Trained in looking after Elderly People with Autism and are there reasonable adjustments in place for Quiet rooms etc.?</p>	<p>The support needs of people with Autism varies greatly enabling some people to live independently and others to need 24 hour specialist support. Care home staff are trained in providing personalised care to people residing in their homes and home layouts are designed with many different areas including quiet spaces.</p>
<p>What is happening with patients coming out of hospital - are they tested for Covid?</p>	<p>All patients that are to be discharged from an acute hospital setting into care homes are being tested, no symptomatic positive patients are being discharged back into care homes and the same approach is being taken for those who are supported by domiciliary care. Work is ongoing with Care Homes and the Infection Prevention Control Teams to support residents and staff. Additional monies through central government have been provided to care homes to further support them in regards to infection control and reducing the number of infections by ensuing appropriate isolation of residents and staff.</p>

Question / Comment	Answer
<p>Really interesting re training and face masks. Does the CCG have any plans to educate the public now we have been asked to use them in certain environments as we come out of lockdown?</p>	<p>The advice on safe removal of face masks in particular has been really well received, the CCG aim to continue to share this advice as much as possible. The CCG is now working with our partners across the system to review the options of providing training to other sectors. Some of our plans include:</p> <ul style="list-style-type: none">• Providing training to staff working in Care Communities across Cheshire, this is so that staff going into Care Homes will be equipped with the right training to be able to support the homes with best practice• Delivering a training package for our primary care colleagues• Working with the local authorities to provide training to Domiciliary Care Providers• Looking to offer training to Healthwatch colleagues <p>In terms of education of the public, the current government recommendations for public to wear face coverings in certain places, is to prevent the user passing on COVID-19 (although there is limited research on this) in these circumstances. This is a government recommendation not a CCG recommendation, in addition some aspects of this are not mandatory.</p> <p>Each provider/business will be responsible for ensuring the safety of those within its services and this extends beyond healthcare. There is already a plethora of government advice for the public, so we do not believe there is any benefit in providing training. Staff in healthcare settings will (and should) of course challenge any inappropriate public use of PPE and provide information to the user at the time of its use.</p>

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<p>How do people contact a Local Team-is there a direct number or do you have to contact via GP?</p>	<p>People can access services via their GPs however across Cheshire there are various other ways to contact local teams directly and we are happy to share the direct contact numbers. We are working towards having a single care community point of access over the coming 6-12 months.</p>
<p>Have you found that patients are reluctant to access services. How are you keeping track of those in real need?</p>	<p>We have linked in with the Local Authority GPs community providers that are supporting people directly. Using the data we have on vulnerable and shielding patients this has enabled community providers to link in with those at risk either by phone contact or visit where appropriate and safe to do so.</p>
<p>Access to services, Info needs to get to the public to ensure that they know these services are available, any plans?</p>	<p>We have already sent out communications to ensure residents are aware of services they can access. Through social media and websites, we will continue to do this and regularly update as things change.</p> <p>All services continue to be accessible so people should contact them as they would usually and then they will be informed if there is any change to the way services are provided.</p>

Question / Comment	Answer
<p>Apologies I don't know the area and the way Community Services are organised. Can you briefly now or in a note explain this . For example Salford Royal in Manchester successfully integrated Community Services some years ago. Are services integrated in this way in Cheshire?</p>	<p>We are moving towards this approach through the Integrated Care Partnerships (ICPs), at present community services are aligned and work closely with health and social care providers to support a Multi-disciplinary approach to social care and health care.</p> <p>There are 17 care community teams across Cheshire and the plan is for all community services to continue to integrate to provide co-ordinated care. This will reduce the number of times people need to “tell their story” through assessments and where appropriate reduce the number of appointments and visits a person receives.</p>
<p>Virtual assessments rely on technology, not everyone has access to technology. Are these people being seen face to face or how are they being managed and supported?</p>	<p>More and more people are choosing to be supported through digital models, however services are still contacting individuals by phone, letter or via face to face visits. Many community clinics have recommenced and we are seeing patients coming in safely to attend appointments as required.</p>
<p>It would be really great to link the Voluntary Community and Faith sector (VCFS) into the care being provided to people at home to help keep them Independent. We have learned lots over the last few months and this can add value to your other services.</p>	<p>Absolutely and the community and faith sector have been instrumental in supporting people across Cheshire through Covid. We will work with the sector and community health providers to ensure a joined up approach.</p>

Question / Comment	Answer
<p>You said 50% of Cheshire CCGs population will receive medicine each year. How does that 50% which feels high, compare across the country?</p>	<p>Comparative data is difficult to obtain. The 'around 50%' figure is from a historic piece of work carried out several years ago. This year we intend to review that project and so will review the figures also.</p>
<p>After COVID will you consider telephone conversations for those repeat medicines that require a regular face to face appointment?</p>	<p>The GP will likely offer a phone call whenever this is appropriate. There will however be situations requiring you to attend the practice for a face to face appointment if, for example, some form of examination or test is required.</p>
<p>What difficulties have you faced re prescribing during Covid and what have you learnt to change practices in the future?</p>	<p>Concerns regarding potential medicine shortages caused an initial surge in demand for repeat prescription items sent to GP practices that led to challenges coping with the quantity of these requests and concerns relating to potential stockpiling. We have learned that it is important to encourage practices and pharmacists to work more closely together, and for patients to order their medicines as usual to ensure that supplies can be maintained for the population. Some changes to practice have included encouraging the use of online ordering tools, electronic transfer of prescriptions and electronic repeat dispensing. Also, the availability of medicines was maintained during COVID, which supports the recommendation for individuals to order their medicines at the usual frequency and in the normal quantity.</p>

Question / Comment	Answer
<p>Have you seen that any patients have reviewed and reduced their medication in this period?</p>	<p>This is not something that has been brought to our attention. Patients who have queries about whether their medicines are still required should discuss their concerns with a GP or pharmacist. General practice is open for business and patients can make appointments to discuss their concerns by telephone, using video consultations or in person as clinically appropriate.</p>
<p>How are GPs handling the annual medication review that is required for repeat prescriptions? Are they extending the periods for those on stable medication requirements?</p>	<p>Yes, for those patients who were due an annual medication review GPs will have assessed the appropriateness of extending a medication review date when they were issuing repeat prescriptions.</p>
<p>Some of the GP practices in the in the CCG are on the border with Wales and have Welsh patients on their registers. These Welsh patients cannot access electronic prescriptions currently. Do you know when this will change in Wales?</p>	<p>Unfortunately we do not have any information on this.</p>
<p>Has there been a big increase in direct remote providers and on line pharmacy use? What is your professional view of them, as opposed to local pharmacists?</p>	<p>We do not have access to data that would demonstrate change. Different pharmacy providers suit different needs, expectations and lifestyles. Distance selling pharmacies are commissioned by NHS England and are subject to regulatory approval, as are local community pharmacies. That said, the vast majority of patients prefer the benefits of using their local pharmacy.</p>

Question / Comment	Answer
What is the name of the App for ordering medications?	There are a range of tools that can be used for ordering medicines. The most commonly used ones in Cheshire include the NHS App (developed nationally by the NHS) and Patient Access online (that links in with the GP clinical computer system). A range of digital tools is available alongside the NHS App, giving people an important choice in how they access GP services online. https://www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services/ . For timely receipt of medicines, these are two of the preferred Apps, or by ordering via patientaccess.com patients can choose to nominate a local pharmacy for collection or delivery, rather than requiring items to be posted (which can delay the receipt of important medications).
Within Chester the Mutual Aid groups will help with collection of medicines. Will the CCG be working with the LA and third sector to commission such support?	During this initial phase of the Pandemic the CCG has been working closely with the both Local Authorities to coordinate help with collection of medicines.
Do we dare mention Brexit. Is that still expected to impact on availability of medications?	It is difficult to say what impact Brexit will have on the availability of medicines at this stage but the same strategies recommended during the Pandemic will be of benefit to best maintain supplies for everyone. The central message is to continue to order only when you need your medicine at the same frequency and amount as you usually do.

Further Feedback and Comments Received

“I enjoyed the recent Cheshire Chat and found it both interesting and informative, especially the section on Care Homes”

“I have now joined 2 Cheshire Chats and have found them both very interesting and informative, and also a pleasure to take part in as the format is informal, approachable and accessible, with plenty of opportunity to ask questions”

“Wonderful to be presenting on tonight's #CheshireChat talking about the important infection prevention and control training we have delivered into care homes”

“Really good information, advice and top tips on ordering your medicines being given on #CheshireChat this evening”

“Thank you all for a great Cheshire Chat”

“Interesting and useful #CheshireChat this evening. thank you”

“Listening to #CheshireChat and hearing of some fabulous work in Care Homes and Community Services”

“Interesting tonight #CheshireChat”

“Good Meeting, well run”

Thank you!