

Face coverings

Question	Answer
<p>Many masks are being sold with filters - are they unnecessary too?</p>	<p>From gov.uk</p> <p>In the context of the coronavirus (COVID-19) outbreak, a face covering is something which safely covers the nose and mouth. You can buy reusable or single-use face coverings. You may also use a scarf, bandana, religious garment or hand-made cloth covering but these must securely fit round the side of the face.</p> <p>Face coverings are not classified as PPE (personal protective equipment) which is used in a limited number of settings to protect wearers against hazards and risks, such as surgical masks or respirators used in medical and industrial settings.</p> <p>Face coverings are instead largely intended to protect others, not the wearer, against the spread of infection because they cover the nose and mouth, which are the main confirmed sources of transmission of virus that causes coronavirus infection (COVID-19).</p>
<p>I have asthma and can't wear a mask, how do I let people know?</p>	<p>When used correctly a face covering may reduce the spread of coronavirus droplets in certain circumstances, helping to protect others. However, people with certain health conditions are exempt – for example those with breathing problems, a learning disability or autism.</p> <p>If you are exempt from wearing a face covering, we would advise you to make this clear when visiting shops or travelling via public transport – for example by printing one of these face mask exemption or severe learning disability information cards and carrying it with you when you leave home.</p> <p>You do not need a certificate from your GP to prove you are exempt.</p> <p>Further updated information from August 8 2020 is available here</p>
<p>Will I have to wear a mask at the doctors and will they turn me away if I don't?</p>	<p>You will need to wear a face covering in a healthcare setting and we would ask that you are prepared and bring your own with you. If you don't have one with you then one will be provided for you to wear at all times, unless you're exempt for any reason.</p>

Engagement & Communications strategy

Question	Answer
<p>How was this Policy put together as I never heard of a co-production to shape this policy up to now?</p>	<p>Our engagement and communications plan sets out our ambitions for engaging and working with our local residents.</p> <p>To get to this point we started in December 2019 to have discussions with existing patient and community groups across Cheshire to better understand what they would want from our plans. This included the patient groups from our previous 4 Cheshire CCGs.</p> <p>We've also heard from partners such as Healthwatch Cheshire to ensure that we're taking on board the feedback that they hear from our local population.</p> <p>The development of this plan will be on-going in order to ensure that it continues to meet the needs of the people of Cheshire.</p>
<p>PPGs are difficult to join. I tried at my practice and had no reply. It would be useful to have a website to contact.</p>	<p>Every GP practice should have a PPG with an aim of working collectively to support the practice. We anticipate that as we enter the recovery period post COVID-19 practices would now be looking to different ways of bringing patients together – albeit virtually. We'll have a conversation with our primary care colleagues to look at ways we can encourage practices to share information about their PPGs on their websites.</p>
<p>Are PPGs definitely continuing? Someone on a PPG recently said they were being disbanded?</p>	<p>PPGs should still be a priority for practices and each practice should have one.</p>
<p>Do you have any way of ensuring that PPGs are appropriately diverse?</p>	<p>This is something that we are very much aware of and you'll see from our plan that we are placing great emphasis on ensuring that we engage and involve our marginalised groups, ensuring representation from across all of our diverse communities.</p> <p>PPGs remain the responsibility of individual practices but we're committed to working closely with practices across Cheshire to share our approach and learning.</p>

Engagement & Communications strategy

Question	Answer
<p>You could ask what the public wants/needs if the NHS didn't exist. It is taken for granted we can have anything</p>	<p>Thanks for your thoughts</p> <p>This would be a very bold way to frame some of our discussions with our residents</p>
<p>How do you get on a user reference group?</p>	<p>It is envisaged that the membership of this group should change on a regular basis, depending on what topics are being discussed. The membership will be drawn from across the whole of Cheshire.</p> <p>We will actively seek patients and carers with lived experience and stories to share around specific conditions, pathways and experience to work with us in a collaborative way to work to co-produce and design local services.</p>
<p>Healthwatch are currently working on a project to help promote youth engagement and are currently exploring new and different ways to engage and give young people a voice. Might there be a possibility for Cheshire CCG to host a 'Youth Cheshire Chat' in the future?</p>	<p>Absolutely!</p> <p>We would love to be involved and I know that our engagement team has been in touch with Healthwatch to start to plan for this.</p>

Engagement & Communications strategy

Question

I joined the GoodSAM (Royal Voluntary Service) responder service as soon as the call for volunteer's went out. So far, only one of the people I have been asked to contact has required assistance. To the rest, it was somewhat of a surprise! One man told me that he had not requested assistance and that day he had received seven calls from the service asking if he was OK and he was more than irate!

I have had no requests to transport medicine to people sheltering and no requests for hospital transport. One has to ask why this is, given that we hear all the time that the services are at breaking point?

Is there room for improvement in the system? I would think so.

Answer

Thank you very much for your feedback and insight of your experiences.

We have shared this with colleagues who have regularly have meetings with representatives from the Royal Voluntary Service, so will make sure this information is fed into this discussion.

CORONAVIRUS **STAY ALERT** **TO STAY SAFE**

- ✔ Keep a safe distance from others
- ✔ Stay home as much as possible
- ✔ Keep washing your hands regularly



Thank you!