

## ANNUAL PUBLIC MEETING Q & As

Below are questions asked by members of the public at the CCG's 2018 Annual Meeting, and the answers given by the CCG.

Question	CCG response
Dementia diagnosis rates are high, but that's only the start. What can the CCG do about the difficulties with getting the right help (eg problems with access, short visit windows, reasons given for not providing support, lack of service co-ordination)?	This is a priority within the county-wide Health and Care Partnership in which the CCG plays a full part. The partnership's Primary and Community Services work stream is all about building services around primary care (general practice) and making them more joined up.
How does the CCG support volunteers?	It is the role of all members of Northamptonshire's Health and Care Partnership to support the voluntary sector. In particular, the CCG has commissioned Access Corby ( <a href="http://www.accesscorby.org.uk">www.accesscorby.org.uk</a> ) with Corby Borough Council, an online directory of the support offered by local voluntary groups.
Under the new three-year contract being advertised for Corby Urgent Care Centre (UCC), will the service be the same as now?	Yes
How do you monitor waiting times for the less visible aspects of mental health care?	We do have statistics on waiting time performance that we report to NHSE England as part of the national standards – such as the time it takes to access psychological therapies. But we monitor a lot of other things as well, as we look for consistency in services across the county. We don't share as much of this information publicly as we could, and we

	will look at ways of addressing that.
<p>The judicial review into the future of the Urgent Care Centre has had an impact in the town, and has knocked the CCG's standing. It's a question of perception. How does the CCG re-engage so that people can say the CCG is working transparently on their behalf?</p>	<p>We have worked very hard to engage with local people about the future of local services – on a level never seen before. Some people have had their voices heard more loudly than others. It's important to recognise that significant numbers of people supported our plans. We've had a technical challenge. The judge ruled our plans didn't require consultation in themselves, but because expectations about consultation had been raised, consultation needed to happen. Our focus has always been on caring for local people, and that remains. In moving forward, we will continue to ensure we engage effectively, especially with those who don't have a voice.</p>
<p>How is the CCG going to address the issue of having two unitary authorities to replace the county council?</p>	<p>We already work as part of the wider system through the Northamptonshire Health and Care Partnership and local Health and Wellbeing Boards. We will ensure that we understand and respond to the full impact of any potential change, but we are not yet at that stage.</p>