



Date: Thursday, 9 February 2017

Time: 9.30 am

Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire,  
SY2 6ND

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## HEALTH AND WELLBEING BOARD

### TO FOLLOW REPORT (S)

#### 4 PUBLIC QUESTION TIME (Pages 1 - 4)

To receive any questions, statements or petitions from the public, notice of which has been given in accordance with Procedure Rule 14.

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David Sandbach, Old Post Office, Yockleton SY5 9PH.

Public Questions: Health and Well Being Board 9<sup>th</sup> February 2017.

## **Preamble:**

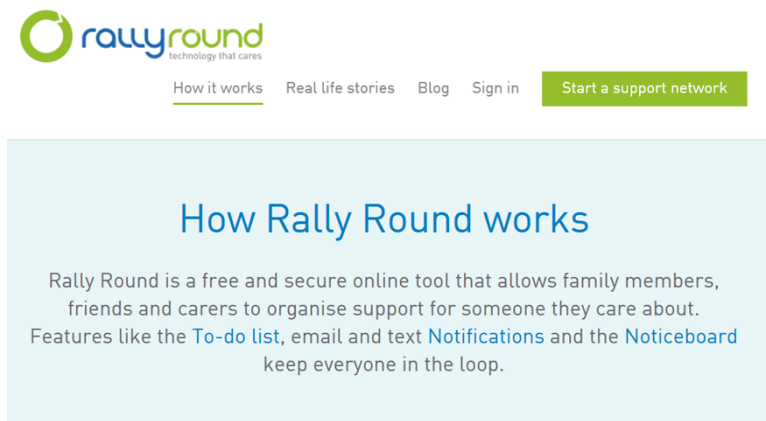
Helping kinfolk and friends maintain their independence can be difficult especially for families and friendship groups which are dispersed and have other responsibilities e.g. work and immediate family responsibilities.

On the one hand we cannot treat older relatives and friends like children and molly coddle them day in day out. But on the other we need to accept some responsibility for helping our own.

One way social media can help is through the ability to set up a support network specifically for an individual who could do with a little extra support.

## **Question 1**

Would the CCG and Shropshire Council consider using Better Care Funds to provide citizens with this type of facility:-



The screenshot shows the Rally Round website. At the top left is the Rally Round logo, which consists of a green circle with a white dot inside, followed by the text 'rallyround' in a sans-serif font, with 'technology that cares' in a smaller font below it. To the right of the logo is a navigation menu with links for 'How it works', 'Real life stories', 'Blog', and 'Sign in'. A green button labeled 'Start a support network' is positioned to the right of the navigation menu. Below the navigation menu is a light blue rectangular box containing the heading 'How Rally Round works' in a large, blue, sans-serif font. Underneath the heading is a paragraph of text: 'Rally Round is a free and secure online tool that allows family members, friends and carers to organise support for someone they care about. Features like the [To-do list](#), email and text [Notifications](#) and the [Noticeboard](#) keep everyone in the loop.'

See this video:-

<https://www.youtube.com/watch?v=TaLcq082Pcc>

Source: <https://www.rallyroundme.com/welcome>

## Preamble:

Circa 100% of GPs in the Shropshire CCG used EMIS. [https://en.wikipedia.org/wiki/EMIS\\_Health](https://en.wikipedia.org/wiki/EMIS_Health)

## Question 2a:

Why do some GP practices in Shropshire allow their registered patient full access to the EMIS records and some (the majority) do not.

## Question 2b:

Please see screen shots below. Why do we not have this level of service from GPs in Shropshire?


Source: <http://www.htmc.co.uk/pages/pv.asp?p=htmc0520>

Fri 03 Feb 2017 | Behind the headlines | Manchester Weather Forecast

## Haughton Thornley Medical Centres

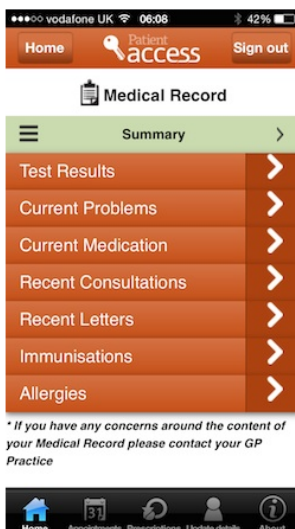
Haughton Thornley Patient Participation Group | Search | Staff

**We are welcoming new patients. Please click here to join us now!**

 See guidance to enable Patients to access Electronic Health Records

**NEW:** Missed appointments and how to improve access to see your doctor, nurse or others  
See our Patient Survey and see what patients think of the practice  
Testimonials from patients accessing and understanding their GP electronic health records  
"Our Health, Our Lifetime's work"  
Why should patients order repeat prescriptions online ?  
Top 10 tips for patients to get the best from the practice by Haughton Thornley PPG

### Learn about online services



You can now [access your medical records](#) via a website, iPhone or Android phone. See the screenshot on the left taken from an iPhone showing the options available for you

You can [book appointments](#) online (currently with nurses for certain types of appointments and also with the phlebotomist if you need some blood tests doing). You can also check when your appointment has been booked for (but please note telephone appointments with doctors are not accurate with regards to the time).

You can also order [repeat prescriptions](#) online as well as [check how to take your medications](#), when you last ordered them and [information about the medication](#) such as side effects, what they are for etc.

You can send [secure messages](#) to the practice of a non-urgent nature which we can respond to (usually within 2 working days) so that you can contact us from anywhere in the world at a time of your convenience. You can learn more about this [here](#).

You can now easily [view your full records via a smartphone too!](#) [This is particularly handy for you to see your records whilst you are waiting to see the doctor or nurse or if you go to the Out of Hours or A&E or even to outpatients.](#) You never know when you might need this information and who you need to share it with.

### **Preamble:-**

The issue of safety and one A&E was raised in October at the H&WB.

“Questions 2 and 3 were submitted by David Sandbach. There was no supplementary question to Q2 and in response to the formal answer circulated to Q3, Mr Sandbach circulated information relating to rates of survival at SaTH, Royal Worcester and New Cross Hospitals, commenting that in his view one A&E should be closed and urging the H&WB to back him on this stance.”

Source: <https://shropshire.gov.uk/committee-services/documents/s13803/Minutes%2006102016%20Health%20and%20Wellbeing%20Board.pdf>

Since that time we have had the following headlines in the Shropshire Star:-

**Like an aeroplane heading for a mountain':** Shropshire NHS services 'are heading for catastrophe'  
Hospital services in Shropshire have been likened to an "aeroplane heading for a mountain".

Source: <http://www.shropshirestar.com/news/health/2017/02/02/shropshire-nhs-services-are-heading-for-catastrophe/>

### **Question 3**

How will the predicted catastrophe be averted?

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