

# NHS Heywood, Middleton and Rochdale CCG

## Patient Services

### Analysis of patient demographic data collated from contacts received

1 October 2016 – 30 September 2017



1.1 Between 1 October 2016 and 30 September 2017, 285 patient contacts were received by NHS Heywood, Middleton and Rochdale CCG. These contacts included:

- Informal patient enquiries (PALS) – 207
- Complaints – 55
- MP letters – 12
- Compliments – 3
- Claim – 5

1.2 Of the 285 contacts received, a total of 492 issues or concerns were raised by patients (1 enquiry or complaint may raise more than 1 issue and may be about more than 1 service/organisation).

1.3 The following table provides a breakdown of the 492 issues received by responsible organisation:

	Number of issues	% of total issues received
Pennine Acute Hospitals NHS Trust	157	32%
NHS England	106	22%
NHS Heywood, Middleton and Rochdale CCG	76	15%
Pennine Care NHS Foundation Trust	43	9%
InHealth Pain Management Solutions	21	4%
BMI The Highfield Hospital	17	3%
GP Care Services Ltd	13	3%
North West Ambulance Service NHS Trust	12	2%
BARDOC	9	2%
Central Manchester University Hospitals NHS Foundation Trust	6	1%
Care UK	6	1%
Rochdale Metropolitan Borough Council	5	1%
Salford Royal NHS Foundation Trust	5	1%
Virgin Care	4	1%
University Hospital of South Manchester NHS Foundation Trust	3	1%
The Christie NHS Foundation Trust	1	<1%
Royal Bolton Hospital NHS Foundation Trust	1	<1%
Manchester Mental Health and Social Care Trust	1	<1%
BOC Healthcare	1	<1%
Lancaster House	1	<1%
NHS Property Services	1	<1%
Department for Work and Pensions	1	<1%
Pennine Partnership MSK Ltd	1	<1%
Bury Council	1	<1%
<b>Total</b>	<b>492</b>	<b>100%</b>

1.4 When acknowledging receipt of patient contacts, the individual contacting NHS Heywood, Middleton and Rochdale CCG is asked to provide their demographic information. A full explanation is given as to the reasons for collecting this data and patients are assured that any information they give will be treated in strictest confidence and not divulged to anyone involved in considering their concerns.

1.5 Patients are also assured that should they choose not to provide their demographic details, this will not prejudice the outcome to the issues or concerns they have raised. Of the 492 issues raised by patients to NHS Heywood, Middleton and Rochdale CCG between 1 October 2016 and 30 September 2017, 12% of patients agreed to provide some or all of their demographic details. 88% of patients chose not to disclose this information.

1.6 A breakdown of the demographic data collated from all patient issues and concerns received by NHS Heywood, Middleton and Rochdale CCG between 1 October 2016 and 30 September 2017 is given below.

1.7 Ethnicity:

Patient ethnicity	Female	Male	No reply received	Total
Asian or Asian British: Pakistani	2	7		9
White: British	24	26		50
No reply received			433	433
<b>Total</b>	<b>26</b>	<b>33</b>	<b>433</b>	<b>492</b>

1.8 Patient disabilities:

Patients with a disability	Female	Male	No reply received	Total
No	7	29		36
Yes	15	4		19
No reply received	4		433	437
<b>Total</b>	<b>26</b>	<b>33</b>	<b>433</b>	<b>492</b>

1.9 Sexual orientation:

Sexual orientation	Female	Male	No reply received	Total
Heterosexual	18	24		42
Chosen not to disclose	8	7		15
No reply received		2	433	435
<b>Total</b>	<b>26</b>	<b>33</b>	<b>433</b>	<b>492</b>

1.10 Religious beliefs:

Religious beliefs	Female	Male	No reply received	Total
Christian	11	26		37
Muslim	2	7		9
Any other religion	5			5
No religion	8			8
No reply received			433	433
<b>Total</b>	<b>26</b>	<b>33</b>	<b>433</b>	<b>492</b>

1.11 Patient age groups:

Age groups	Female	Male	No reply received	Total
Under 16		6		6
16 - 24		5		5
25 - 34	3			3
35 - 44	2			2
55 - 64		9		9
65+	20	13	1	34
No reply received	1		432	433
<b>Total</b>	<b>26</b>	<b>33</b>	<b>433</b>	<b>492</b>

1.12 Between 1 October 2016 and 30 September 2017, the top 5 organisations against which patients raised issues and concerns were:

1. Pennine Acute Hospitals NHS Trust – 32% (157 issues)
2. NHS England – 22% (106 issues)
3. NHS Heywood, Middleton and Rochdale CCG – 15% (76 issues)
4. Pennine Care NHS Foundation Trust – 9% (43 issues)
5. InHealth Pain Management Solutions – 4% (21 issues)

1.13 Analysis of these contacts by organisation and demographic data is reflected in the tables below in 1.14, 1.15, 1.16, 1.17 and 1.18.

## 1.14 Pennine Acute Hospitals NHS Trust:

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by ethnicity and gender against Pennine Acute Hospitals NHS Trust	Asian or Asian British: Pakistani	Asian or Asian British: Pakistani Total	White: British		White: British Total	No reply received	No reply received Total	Total
	Male		Female	Male		No reply received		
Community Healthcare						26	26	26
Cancer Palliative Care/Macmillan						1	1	1
District Nursing						25	25	25
Fairfield General Hospital						25	25	25
Accident and Emergency Department						5	5	5
Colonoscopy						2	2	2
Diagnostic Screening						1	1	1
Emergency Assessment Unit						1	1	1
ENT						1	1	1
Estates and Facilities						1	1	1
Haematology						1	1	1
Medical Records						1	1	1
Orthopaedics						1	1	1
PALS						2	2	2
Physiotherapy						1	1	1
Service unknown						1	1	1
Stroke Services & Neurological Rehabilitation Services						5	5	5
Urology						2	2	2
Hospital site unknown						14	14	14
Accident and Emergency Department						1	1	1
Booking and Scheduling						2	2	2
Colorectal Surgery						2	2	2
Diagnostic Screening						1	1	1
Endocrinology and Metabolic Medicine						1	1	1
ENT						1	1	1
Pain Clinic						3	3	3
Renal						3	3	3
Moorgate Primary Care Centre						1	1	1
Diabetes						1	1	1
North Manchester General Hospital	2	2			6	6	22	30
Accident and Emergency Department						3	3	3
Booking and Scheduling						1	1	1
Cardiology						3	3	3
Gastroenterology						1	1	1
General Surgery	2	2			6	6	2	10
Oral Surgery						1	1	1
Orthopaedics						6	6	6
Pain Clinic						2	2	2
Radiology						1	1	1
Stroke Services & Neurological Rehabilitation Services						2	2	2
Rochdale Infirmary	2	2	7	3	10	23	23	35
Cardiology						3	3	3
Clinical Assessment Unit	1	1						1
Colonoscopy						2	2	2
Dermatology						1	1	1
Diabetes						1	1	1
ENT						1	1	1
Gastroenterology			7		7	3	3	10
General Surgery						1	1	1
Medical Records						1	1	1
Ophthalmology						1	1	1
Orthopaedics				3	3			3
Pain Clinic						4	4	4
PALS						1	1	1
Radiology						1	1	1
Respiratory Medicine (Pennine Lung Service)						1	1	1
Urgent Care Centre	1	1				1	1	2
Urology						1	1	1
Royal Oldham Hospital						26	26	26
Accident and Emergency Department						4	4	4
Booking and Scheduling						3	3	3
Cardiology						6	6	6
ENT						2	2	2
General Surgery						4	4	4
Gynaecology						3	3	3
Radiology						3	3	3
Service unknown						1	1	1
<b>Total</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>16</b>	<b>137</b>	<b>137</b>	<b>157</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by disability and gender against Pennine Acute Hospitals NHS Trust	No	No Total	Yes	Yes Total	No reply received	No reply received Total	Total
	Male		Female		No reply received		
Community Healthcare					26	26	26
Cancer Palliative Care/Macmillan					1	1	1
District Nursing					25	25	25
Fairfield General Hospital					25	25	25
Accident and Emergency Department					5	5	5
Colonoscopy					2	2	2
Diagnostic Screening					1	1	1
Emergency Assessment Unit					1	1	1
ENT					1	1	1
Estates and Facilities					1	1	1
Haematology					1	1	1
Medical Records					1	1	1
Orthopaedics					1	1	1
PALS					2	2	2
Physiotherapy					1	1	1
Service unknown					1	1	1
Stroke Services & Neurological Rehabilitation Services					5	5	5
Urology					2	2	2
Hospital site unknown					14	14	14
Accident and Emergency Department					1	1	1
Booking and Scheduling					2	2	2
Colorectal Surgery					2	2	2
Diagnostic Screening					1	1	1
Endocrinology and Metabolic Medicine					1	1	1
ENT					1	1	1
Pain Clinic					3	3	3
Renal					3	3	3
Moorgate Primary Care Centre					1	1	1
Diabetes					1	1	1
North Manchester General Hospital	8	8			22	22	30
Accident and Emergency Department					3	3	3
Booking and Scheduling					1	1	1
Cardiology					3	3	3
Gastroenterology					1	1	1
General Surgery	8	8			2	2	10
Oral Surgery					1	1	1
Orthopaedics					6	6	6
Pain Clinic					2	2	2
Radiology					1	1	1
Stroke Services & Neurological Rehabilitation Services					2	2	2
Rochdale Infirmary	5	5	7	7	23	23	35
Cardiology					3	3	3
Clinical Assessment Unit	1	1					1
Colonoscopy					2	2	2
Dermatology					1	1	1
Diabetes					1	1	1
ENT					1	1	1
Gastroenterology			7	7	3	3	10
General Surgery					1	1	1
Medical Records					1	1	1
Ophthalmology					1	1	1
Orthopaedics	3	3					3
Pain Clinic					4	4	4
PALS					1	1	1
Radiology					1	1	1
Respiratory Medicine (Pennine Lung Service)					1	1	1
Urgent Care Centre	1	1			1	1	2
Urology					1	1	1
Royal Oldham Hospital					26	26	26
Accident and Emergency Department					4	4	4
Booking and Scheduling					3	3	3
Cardiology					6	6	6
ENT					2	2	2
General Surgery					4	4	4
Gynaecology					3	3	3
Radiology					3	3	3
Service unknown					1	1	1
<b>Total</b>	<b>13</b>	<b>13</b>	<b>7</b>	<b>7</b>	<b>137</b>	<b>137</b>	<b>157</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by sexual orientation and gender against Pennine Acute Hospitals NHS Trust	Heterosexual	Heterosexual Total	Chosen not to disclose	Chosen not to disclose Total	No reply received	No reply received Total	Total
	Male		Female		No reply received		
Community Healthcare					26	26	26
Cancer Palliative Care/Macmillan					1	1	1
District Nursing					25	25	25
Fairfield General Hospital					25	25	25
Accident and Emergency Department					5	5	5
Colonoscopy					2	2	2
Diagnostic Screening					1	1	1
Emergency Assessment Unit					1	1	1
ENT					1	1	1
Estates and Facilities					1	1	1
Haematology					1	1	1
Medical Records					1	1	1
Orthopaedics					1	1	1
PALS					2	2	2
Physiotherapy					1	1	1
Service unknown					1	1	1
Stroke Services & Neurological Rehabilitation Services					5	5	5
Urology					2	2	2
Hospital site unknown					14	14	14
Accident and Emergency Department					1	1	1
Booking and Scheduling					2	2	2
Colorectal Surgery					2	2	2
Diagnostic Screening					1	1	1
Endocrinology and Metabolic Medicine					1	1	1
ENT					1	1	1
Pain Clinic					3	3	3
Renal					3	3	3
Moorgate Primary Care Centre					1	1	1
Diabetes					1	1	1
North Manchester General Hospital	8	8			22	22	30
Accident and Emergency Department					3	3	3
Booking and Scheduling					1	1	1
Cardiology					3	3	3
Gastroenterology					1	1	1
General Surgery	8	8			2	2	10
Oral Surgery					1	1	1
Orthopaedics					6	6	6
Pain Clinic					2	2	2
Radiology					1	1	1
Stroke Services & Neurological Rehabilitation Services					2	2	2
Rochdale Infirmary	5	5	7	7	23	23	35
Cardiology					3	3	3
Clinical Assessment Unit	1	1					1
Colonoscopy					2	2	2
Dermatology					1	1	1
Diabetes					1	1	1
ENT					1	1	1
Gastroenterology			7	7	3	3	10
General Surgery					1	1	1
Medical Records					1	1	1
Ophthalmology					1	1	1
Orthopaedics	3	3					3
Pain Clinic					4	4	4
PALS					1	1	1
Radiology					1	1	1
Respiratory Medicine (Pennine Lung Service)					1	1	1
Urgent Care Centre	1	1			1	1	2
Urology					1	1	1
Royal Oldham Hospital					26	26	26
Accident and Emergency Department					4	4	4
Booking and Scheduling					3	3	3
Cardiology					6	6	6
ENT					2	2	2
General Surgery					4	4	4
Gynaecology					3	3	3
Radiology					3	3	3
Service unknown					1	1	1
<b>Total</b>	<b>13</b>	<b>13</b>	<b>7</b>	<b>7</b>	<b>137</b>	<b>137</b>	<b>157</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by religious beliefs and gender against Pennine Acute Hospitals NHS Trust	Christian		Christian Total	Muslim	Muslim Total	No reply received	No reply received Total	Total
	Female	Male		Male		No reply received		
Community Healthcare						26	26	26
Cancer Palliative Care/Macmillan						1	1	1
District Nursing						25	25	25
Fairfield General Hospital						25	25	25
Accident and Emergency Department						5	5	5
Colonoscopy						2	2	2
Diagnostic Screening						1	1	1
Emergency Assessment Unit						1	1	1
ENT						1	1	1
Estates and Facilities						1	1	1
Haematology						1	1	1
Medical Records						1	1	1
Orthopaedics						1	1	1
PALS						2	2	2
Physiotherapy						1	1	1
Service unknown						1	1	1
Stroke Services & Neurological Rehabilitation Services						5	5	5
Urology						2	2	2
Hospital site unknown						14	14	14
Accident and Emergency Department						1	1	1
Booking and Scheduling						2	2	2
Colorectal Surgery						2	2	2
Diagnostic Screening						1	1	1
Endocrinology and Metabolic Medicine						1	1	1
ENT						1	1	1
Pain Clinic						3	3	3
Renal						3	3	3
Moorgate Primary Care Centre						1	1	1
Diabetes						1	1	1
North Manchester General Hospital			6	6	2	2	22	30
Accident and Emergency Department						3	3	3
Booking and Scheduling						1	1	1
Cardiology						3	3	3
Gastroenterology						1	1	1
General Surgery			6	6	2	2	2	10
Oral Surgery						1	1	1
Orthopaedics						6	6	6
Pain Clinic						2	2	2
Radiology						1	1	1
Stroke Services & Neurological Rehabilitation Services						2	2	2
Rochdale Infirmary	7		3	10	2	2	23	35
Cardiology						3	3	3
Clinical Assessment Unit					1	1		1
Colonoscopy						2	2	2
Dermatology						1	1	1
Diabetes						1	1	1
ENT						1	1	1
Gastroenterology	7			7		3	3	10
General Surgery						1	1	1
Medical Records						1	1	1
Ophthalmology						1	1	1
Orthopaedics			3	3				3
Pain Clinic						4	4	4
PALS						1	1	1
Radiology						1	1	1
Respiratory Medicine (Pennine Lung Service)						1	1	1
Urgent Care Centre					1	1	1	2
Urology						1	1	1
Royal Oldham Hospital						26	26	26
Accident and Emergency Department						4	4	4
Booking and Scheduling						3	3	3
Cardiology						6	6	6
ENT						2	2	2
General Surgery						4	4	4
Gynaecology						3	3	3
Radiology						3	3	3
Service unknown						1	1	1
<b>Total</b>	<b>7</b>		<b>9</b>	<b>16</b>	<b>4</b>	<b>4</b>	<b>137</b>	<b>157</b>



Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by age groups and gender against Pennine Acute Hospitals NHS Trust	16 - 24	55 - 64	65+		No reply received	Total
	Male	Male	Female	Male	No reply received	
Community Healthcare					26	26
Cancer Palliative Care/Macmillan					1	1
District Nursing					25	25
Fairfield General Hospital					25	25
Accident and Emergency Department					5	5
Colonoscopy					2	2
Diagnostic Screening					1	1
Emergency Assessment Unit					1	1
ENT					1	1
Estates and Facilities					1	1
Haematology					1	1
Medical Records					1	1
Orthopaedics					1	1
PALS					2	2
Physiotherapy					1	1
Service unknown					1	1
Stroke Services & Neurological Rehabilitation Services					5	5
Urology					2	2
Hospital site unknown					14	14
Accident and Emergency Department					1	1
Booking and Scheduling					2	2
Colorectal Surgery					2	2
Diagnostic Screening					1	1
Endocrinology and Metabolic Medicine					1	1
ENT					1	1
Pain Clinic					3	3
Renal					3	3
Moorgate Primary Care Centre					1	1
Diabetes					1	1
North Manchester General Hospital		2			6	30
Accident and Emergency Department					3	3
Booking and Scheduling					1	1
Cardiology					3	3
Gastroenterology					1	1
General Surgery		2			6	10
Oral Surgery					1	1
Orthopaedics					6	6
Pain Clinic					2	2
Radiology					1	1
Stroke Services & Neurological Rehabilitation Services					2	2
Rochdale Infirmary		2	3	7	23	35
Cardiology					3	3
Clinical Assessment Unit		1				1
Colonoscopy					2	2
Dermatology					1	1
Diabetes					1	1
ENT					1	1
Gastroenterology				7	3	10
General Surgery					1	1
Medical Records					1	1
Ophthalmology					1	1
Orthopaedics			3			3
Pain Clinic					4	4
PALS					1	1
Radiology					1	1
Respiratory Medicine (Pennine Lung Service)					1	1
Urgent Care Centre		1			1	2
Urology					1	1
Royal Oldham Hospital					26	26
Accident and Emergency Department					4	4
Booking and Scheduling					3	3
Cardiology					6	6
ENT					2	2
General Surgery					4	4
Gynaecology					3	3
Radiology					3	3
Service unknown					1	1
<b>Total</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>137</b>	<b>157</b>

1.15 NHS England:

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by ethnicity and gender against NHS England	Asian or Asian British: Pakistani	Asian or Asian British: Pakistani Total	White: British		White: British Total	No reply received	No reply received Total	Total
	Male		Female	Male		No reply received		
Dentist						3	3	3
GP	2	2		1	1	97	97	100
Pharmacy			1		1	1	1	2
Primary Care Support Services						1	1	1
<b>Total</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>102</b>	<b>102</b>	<b>106</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by disabilities and gender against NHS England	No	No Total	Yes	Yes Total	No reply	No reply received	Total
	Male		Female		No reply received	Total	
Dentist					3	3	3
GP	3	3			97	97	100
Pharmacy			1	1	1	1	2
Primary Care Support Services					1	1	1
<b>Total</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>102</b>	<b>102</b>	<b>106</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by sexual orientation and gender against NHS England	Heterosexual		Heterosexual Total	No reply received		No reply received Total	Total
	Female	Male		Male	No reply received		
Dentist					3	3	3
GP		2	2	1	97	98	100
Pharmacy	1		1		1	1	2
Primary Care Support Services					1	1	1
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>102</b>	<b>103</b>	<b>106</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by religious beliefs and gender against NHS England	Christian	Christian Total	Muslim	Muslim Total	Any other religion	Any other religion Total	No reply received	No reply received Total	Total
	Male		Male		Female		No reply received		
Dentist							3	3	3
GP	1	1	2	2			97	97	100
Pharmacy					1	1	1	1	2
Primary Care Support Services							1	1	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>102</b>	<b>102</b>	<b>106</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by age groups and gender against NHS England	Under 16	16 - 24	55 - 64	65+	No reply received	Total
	Male	Male	Male	Female	No reply received	
Dentist					3	3
GP	1	1	1		97	100
Pharmacy				1	1	2
Primary Care Support Services					1	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>102</b>	<b>106</b>

1.16 NHS Heywood, Middleton and Rochdale CCG:

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by ethnicity against NHS Heywood, Middleton and Rochdale CCG	Asian or Asian British: Pakistani		White: British		White: British Total	No reply received		Total
	Female	Asian or Asian British: Pakistani Total	Female	Male		No reply received	No reply received Total	
Central Booking Line						1	1	1
Choose and Book					1	1	21	22
Commissioning					1	1	9	10
Communications and Engagement					2	2	1	3
Continuing Healthcare			9	2	11	16	16	27
Contracting and Finance						1	1	1
Estates and Facilities						1	1	1
Funded Nursing Care						2	2	2
Individual Funding Request	1	1				1	1	2
Medical Records						2	2	2
Medicines Optimisation						3	3	3
PALS				1	1			1
Service unknown						1	1	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>7</b>	<b>16</b>	<b>59</b>	<b>59</b>	<b>76</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by disabilities against NHS Heywood, Middleton and Rochdale CCG	No		No Total	Yes		Yes Total	No reply received		No reply received Total	Total
	Female	Male		Female	Male		Female	No reply received		
Central Booking Line								1	1	1
Choose and Book			1	1				21	21	22
Commissioning					1	1		9	9	10
Communications and Engagement			2	2				1	1	3
Continuing Healthcare	2		2	3	2	5	4	16	20	27
Contracting and Finance								1	1	1
Estates and Facilities								1	1	1
Funded Nursing Care								2	2	2
Individual Funding Request	1		1					1	1	2
Medical Records								2	2	2
Medicines Optimisation								3	3	3
PALS			1	1						1
Service unknown								1	1	1
<b>Total</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>59</b>	<b>63</b>	<b>76</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by sexual orientation against NHS Heywood, Middleton and Rochdale CCG	Heterosexual		Heterosexual Total	Chosen not to disclose	Chosen not to disclose Total	No reply received		No reply received Total	Total
	Female	Male				No reply received	No reply received		
Central Booking Line						1	1	1	1
Choose and Book			1	1		21	21	22	22
Commissioning			1	1		9	9	10	10
Communications and Engagement			2	2		1	1	3	3
Continuing Healthcare	8		2	10	1	1	16	16	27
Contracting and Finance						1	1	1	1
Estates and Facilities						1	1	1	1
Funded Nursing Care						2	2	2	2
Individual Funding Request	1			1		1	1	2	2
Medical Records						2	2	2	2
Medicines Optimisation						3	3	3	3
PALS			1	1				1	1
Service unknown						1	1	1	1
<b>Total</b>	<b>9</b>	<b>7</b>	<b>16</b>	<b>1</b>	<b>1</b>	<b>59</b>	<b>59</b>	<b>76</b>	<b>76</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by religious beliefs against NHS Heywood, Middleton and Rochdale CCG	Christian		Christian Total	Muslim	Muslim Total	No religion	No religion Total	No reply received	No reply received Total	Total
	Female	Male								
Central Booking Line								1	1	1
Choose and Book			1	1				21	21	22
Commissioning			1	1				9	9	10
Communications and Engagement			2	2				1	1	3
Continuing Healthcare	4		2	6		5	5	16	16	27
Contracting and Finance								1	1	1
Estates and Facilities								1	1	1
Funded Nursing Care								2	2	2
Individual Funding Request				1	1			1	1	2
Medical Records								2	2	2
Medicines Optimisation								3	3	3
PALS			1	1						1
Service unknown								1	1	1
<b>Total</b>	<b>4</b>	<b>7</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>59</b>	<b>59</b>	<b>76</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by age groups against NHS Heywood, Middleton and Rochdale CCG	35 - 44		55 - 64		65+			No reply received		Total
	Female	Male	Female	Male	No reply received	Female	No reply received			
Central Booking Line									1	1
Choose and Book			1						21	22
Commissioning			1						9	10
Communications and Engagement					2				1	3
Continuing Healthcare				8	2	1	1		15	27
Contracting and Finance									1	1
Estates and Facilities									1	1
Funded Nursing Care									2	2
Individual Funding Request		1							1	2
Medical Records									2	2
Medicines Optimisation									3	3
PALS			1							1
Service unknown									1	1
<b>Total</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>58</b>	<b>76</b>		

1.17 Pennine Care NHS Foundation Trust:

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by ethnicity against Pennine Care NHS Foundation Trust	Asian or Asian British: Pakistani	Asian or Asian British: Pakistani Total	White: British	White: British Total	No reply received	No reply received Total	Total
	Female		Male		No reply received		
Audiology					1	1	1
Childrens Community Nursing Team	1	1			1	1	2
Community Dental					2	2	2
Community Mental Health Team					2	2	2
District Nursing					7	7	7
Physiotherapy					4	4	4
Podiatry					3	3	3
Posture and Mobility					1	1	1
Primary Mental Health/Psychological therapy					17	17	17
Service unknown			1	1			1
Singel Point of Access Booking Service			1	1			1
Speech and Language Therapy					1	1	1
Treatment Room					1	1	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>40</b>	<b>40</b>	<b>43</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by disabilities against Pennine Care NHS Foundation Trust	No		No Total	No reply received	No reply received Total	Total
	Female	Male		No reply received		
Audiology				1	1	1
Childrens Community Nursing Team	1		1	1	1	2
Community Dental				2	2	2
Community Mental Health Team				2	2	2
District Nursing				7	7	7
Physiotherapy				4	4	4
Podiatry				3	3	3
Posture and Mobility				1	1	1
Primary Mental Health/Psychological therapy				17	17	17
Service unknown		1	1			1
Singel Point of Access Booking Service		1	1			1
Speech and Language Therapy				1	1	1
Treatment Room				1	1	1
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>40</b>	<b>40</b>	<b>43</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by sexual orientation against Pennine Care NHS Foundation Trust	Heterosexual		Heterosexual Total	Chosen not to disclose Male	Chosen not to disclose Total	No reply received	No reply received Total	Total
	Female	Male				No reply received		
Audiology						1	1	1
Childrens Community Nursing Team	1		1			1	1	2
Community Dental						2	2	2
Community Mental Health Team						2	2	2
District Nursing						7	7	7
Physiotherapy						4	4	4
Podiatry						3	3	3
Posture and Mobility						1	1	1
Primary Mental Health/Psychological therapy						17	17	17
Service unknown				1	1			1
Singel Point of Access Booking Service		1	1					1
Speech and Language Therapy						1	1	1
Treatment Room						1	1	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>40</b>	<b>40</b>	<b>43</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by religious beliefs against Pennine Care NHS Foundation Trust	Christian	Christian Total	Muslim	Muslim Total	No reply received	No reply received Total	Total
	Male		Female		No reply received		
Audiology					1	1	1
Childrens Community Nursing Team			1	1	1	1	2
Community Dental					2	2	2
Community Mental Health Team					2	2	2
District Nursing					7	7	7
Physiotherapy					4	4	4
Podiatry					3	3	3
Posture and Mobility					1	1	1
Primary Mental Health/Psychological therapy					17	17	17
Service unknown	1	1					1
Singel Point of Access Booking Service	1	1					1
Speech and Language Therapy					1	1	1
Treatment Room					1	1	1
<b>Total</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>40</b>	<b>40</b>	<b>43</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by age groups against Pennine Care NHS Foundation Trust	35 - 44	55 - 64	65+	No reply received	Total
	Female	Male	Male	No reply received	
Audiology				1	1
Childrens Community Nursing Team		1		1	2
Community Dental				2	2
Community Mental Health Team				2	2
District Nursing				7	7
Physiotherapy				4	4
Podiatry				3	3
Posture and Mobility				1	1
Primary Mental Health/Psychological therapy				17	17
Service unknown				1	1
Singel Point of Access Booking Service			1		1
Speech and Language Therapy				1	1
Treatment Room				1	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>40</b>	<b>43</b>

1.18 InHealth Pain Management Solutions:

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by ethnicity against InHealth Pain Management Solutions	White: British	White: British Total	No reply received	No reply received Total	Total
	Male		No reply received		
Pain Clinic	1	1	20	20	21
<b>Total</b>	<b>1</b>	<b>1</b>	<b>20</b>	<b>20</b>	<b>21</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by disabilities against InHealth Pain Management Solutions	Yes	Yes Total	No reply received	No reply received Total	Total
	Male		No reply received		
Pain Clinic	1	1	20	20	21
<b>Total</b>	<b>1</b>	<b>1</b>	<b>20</b>	<b>20</b>	<b>21</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by sexual orientation against InHealth Pain Management Solutions	Heterosexual	Heterosexual Total	No reply received	No reply received Total	Total
	Male		No reply received		
Pain Clinic	1	1	20	20	21
<b>Total</b>	<b>1</b>	<b>1</b>	<b>20</b>	<b>20</b>	<b>21</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by religious beliefs against InHealth Pain Management Solutions	Christian	Christian Total	No reply received	No reply received Total	Total
	Male		No reply received		
Pain Clinic	1	1	20	20	21
<b>Total</b>	<b>1</b>	<b>1</b>	<b>20</b>	<b>20</b>	<b>21</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale CCG patients by age groups against InHealth Pain Management Solutions	55 - 64	No reply received	Total
	Male		
Pain Clinic	1	20	21
<b>Total</b>	<b>1</b>	<b>20</b>	<b>21</b>

Rob McDougall  
 Patient Services Manager  
 Greater Manchester Shared Services  
 19 October 2017