



Wanstead & Snaresbrook Residents' Alliance

15 March 2014

Dr Sarah Heyes

The Shrubberies Health Centre,
12 The Shrubberies,
George Lane, South Woodford,
LONDON E18 1BD

Dear Dr Heyes,

As our representative on the Redbridge Clinical Commissioning Group, we are writing to ask if you can meet with us to discuss the situation in our local NHS services.

Our residents are becoming increasingly concerned with the standard of services being provided, especially since BHRUT was put into special measures following the CQC findings and the loss of senior Board Members, including the distinguished Chair, Sir Peter Dixon.

The Office of National Statistics calculates that the June 2012 population of Redbridge was 284,000. Census data from 2001 and 2011 shows that the Borough population will rise by 17% or 40,000 every 10 years. Our current local healthcare system is already struggling to cope: Queen's hospital A+E was designed to treat 90,000 patients a year – if King George A+E closes, the plan is for Queens to treat 250,000 patients a year.

WaSRA is an alliance of the following organisations committed to the protection of Wanstead and Snaresbrook

THE CARLTON TERRACE RESIDENTS' ASSOCIATION



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Residents' Association*

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Dr Ahsan's report on Queen's A+E in the national Guardian newspaper on 5 March 2014 has heightened these concerns, which can only be exacerbated if the plan to close King George A+E department goes ahead. Attendance figures show that most residents do not wish to attend an Urgent Care Centre: they prefer to go to A+E as they do not feel sufficiently qualified to judge the severity of many health problems. If patients arrive at urgent care centres, they are often forwarded on to A+E units by the staff there.

Furthermore, we are receiving reports that the maternity service at Whipps Cross Hospital is struggling under the increased workload caused by the capping of births at Queens and the closure of the birthing facility at King George Hospital.

We have also learned that the demotion of many Bart's Trust staff has affected morale, with a number of doctors leaving Whipps Cross Hospital. The demotion of the nursing staff at the Trust must be having a similar effect.

Last year, the Redbridge Clinical Commissioning Group stopped BHRUT closing the King George A+E Department at night by commissioning a report from an independent emergency healthcare expert. His conclusion was that such a closure would endanger the safety of patients.

Recently Surrey Downs Clinical Commissioning Group pulled out of a plan to close the A+E Department at St Helier Hospital, on the grounds that the business plan was no longer viable. Consequently, the plan has been abandoned and a reappraisal is being undertaken. A NHS spokesman said: *"The six south-west London CCGs are currently exploring new approaches to addressing the challenges faced by the local NHS"*.

It has become clear that the Health for North East London plan, including its business case, will not work. A succession of managers has tried to implement it, resulting in a downward spiral of failure. What is needed is a radical reappraisal of our local NHS needs, which can only take place if our CCG withdraws from this unworkable plan.

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We look forward to meeting you to discuss what action can be taken to ensure the best outcome for patients in our area.

Yours sincerely,

BERYL THORNTON

Chair

Carlton Residents' Association

SCOTT WILDING

Chair

The Wanstead Society

HELEN ZAMMETT

Chair

Counties Residents' Association

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