

12 July 2013

Wanstead & Snaresbrook Residents' Alliance
(WaSRA)
c/o Ms Beryl Thornton
Chair, The Carlton Terrace Residents' Association
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Clinical Commissioning Group
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Dear WaSRA

Thank you for your letter of 27 June 2013, received on 8 July 2013 by the CCG.

We understand that at the last Scrutiny Committee meeting the Chair agreed that there would be a detailed item on this matter at the September meeting, where the CCG and NELFT would provide an overview of our plans.

We are clear that no changes requiring consultation will be happening in advance of that date and the committee will receive a full update on our proposals. This information will of course be shared with wider stakeholders, including your organisations.

As mentioned in our statement to the media, if a patient needs a bed then they will have one - this has not changed. We are sorry to hear the case of the 82 year old patient that you mention. We are unable to comment further on the case given the information provided, but would be keen to investigate so would encourage her or a relative/advocate to send us further information.

Patients are sent to the most appropriate site for rehabilitation, or wherever possible it is provided at home. This means that patients outside of the Wanstead area use services at Heronwood and Galleon and patients from Wanstead sometimes receive services at King George Hospital. Breakdowns by ward are not available. Our plans are to provide far more care in people's homes, where appropriate. We know that patients would rather be cared for at home or return home from hospital sooner, where possible. This means we will be offering far greater convenience and tailored care

We will share the update being prepared for the committee in September and trust that this will provide you with assurance that our GP commissioners and community service colleagues are committed to transforming rehabilitation services for the benefit of Redbridge patients.

Yours sincerely

Conor Burke
Chief Officer

cc: John Brouder, Chief Executive, NELFT