

Investigation into the commissioning of elective services in North East London: responses from members of the public to the statement of issues

Member of the public 1

Hello

I write in response to Monitor's Statement of Issues regarding the commissioning by local CCG's of elective care services at the North East London Treatment Centre. I accept that this response is a few days later than your given response date, but I hope you will be able to accept a few additional comments.

I hold no position with any of the interested organisations, and write only as an interested observer.

[X] redacted

I can make no comments on the commissioning process. I wish only to make some general comments on the extremely challenging situation which Barking, Havering and Redbridge University Hospitals NHS Trust (BHRUT) have faced for several years and are still trying to resolve.

BHRUT are currently (as at July 2015) the NHS Trust which has not been reporting its RTT data for the longest period – since November 2013. BHRUT went through a difficult process of replacing its core computer systems and (as happens frequently in such situations) it discovered a very big problem with its historical RTT data. Since then BHRUT has been working through a very large RTT recovery programme which has still an undetermined end date.

BHRUT have published a plan for RTT Admitted Pathways recovery and have published occasional progress reports against that plan. Good progress has been made, but work continues. Of significance for this commissioning issue is the RTT Non-Admitted Pathways recovery. BHRUT have not so far published a plan for RTT Non-Admitted Pathways recovery. Some initial figures for the size of the Non-Admitted problem were published, which indicated a huge problem, but no further details have since been published. Non-Admitted treatments obviously continue but data has not been published, so no assessment can be made of the efforts made so far or of the work remaining.

I am very concerned that there might be unnecessary delay or hold-ups to the BHRUT RTT recovery programmes, and I am concerned that this issue regarding the commissioning of elective care services at the North East London Treatment Centre may affect the BHRUT RTT Non-Admitted recovery programme in particular. BHRUT claim that their bid to provide the King George Elective Care Centre will: increase the capacity of the centre and so treat more patients; and provide the best value for money and make additional funds available to the local health economy. The CCGs appear to have agreed.

I wish to emphasise the seriousness of the situation facing BHRUT and the amount of work which remains to be done to ensure that BHRUT can restart reporting its RTT performance data, and that BHRUT can as quickly as possible return to performance against the RTT targets. Please ensure that this commissioning issue can be dealt with as quickly as possible and with as little impact on the BHRUT RTT recovery programmes as possible.

Information on the investigation can be found here:

<https://www.gov.uk/government/publications/case-investigation-into-the-commissioning-of-elective-services-in-north-east-london>

Member of the public 2

[REDACTED]

There is an up and coming coroner's report

Care UK response the Channel 4 Exposure is wholly inadequate.

[REDACTED]

To say that one of the critics was a competitor is not relevant- it does not make their claims invalid.

And how much is this impertinent appeal by Care UK going to cost us?

The idea that Care UK can actually be allowed to proceed with a complaint is very worrying.

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