

By email only

22 August 2017

Councillor Michael White,
Chairman
Health Overview & Scrutiny Sub-Committee
London Borough of Havering
Town Hall
Main Road
Romford
RM1 3BD

Anne-Marie Dean
Chairman,
Healthwatch Havering
Queen's Court,
9-17 Eastern Road,
Romford
RM1 3NH

Wellington House
133-155 Waterloo Road
London SE1 8UG

T: 0203 747 0371
E: v.woodhatch@nhs.net
W: improvement.nhs.uk

Dear Michael and Anne-Marie,

Delayed Referrals to Treatment at Barking Havering & Redbridge University Hospitals NHS Trust (BHRUT or the “trust”).

I am writing to thank you both for sending to NHS Improvement the helpful *Report of a Review by a Joint Topic Group of the Havering Health Overview & Scrutiny Sub-Committee and Healthwatch Havering* dated 7th July 2017.

NHS Improvement is responsible for overseeing foundation trusts, NHS trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable.

The report highlights lessons learnt in the management of patient referrals and provision of high quality patient care. In particular it highlights the significant number of improvements that have been delivered at the trust, whilst recognising that there remain potential risks that could, if not adequately addressed, result in a future recurrence of the issues that led to the system delays in patient treatment.

NHS Improvement has noted that BHRUT has developed and implemented a recovery plan which has seen it make significant progress against the Referral to Treatment (RTT) national standard including reporting compliance against the standard in June 2017 - three months ahead of plan and for the first time in three years. The trust has also made significant progress in strengthening organisational oversight and governance systems and processes.

We note the conclusions and recommendations in your report. NHS Improvement will continue to monitor the trust's performance against the national standard to ensure the improvements delivered are sustained and to secure the necessary level of assurance that the trust is continuing to deliver timely care for patients.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'V. Woodhatch', with a horizontal line underneath.

Victoria Woodhatch
Delivery and Improvement Director (North Central and East London)