

MAFHI/04/10

Committee Mid Area Forum - Health Inequalities Across Mid-Essex Scrutiny Task and Finish Group

Date 20 October 2010

Matters arising from the last meeting held on 8 September 2010

To receive copies of correspondence with:

- (i) Colchester Hospital University NHS Foundation Trust; **APPENDIX A**
- (ii) Mid Essex Hospitals Trust; **APPENDIX B**
- (iii) Suffolk PCT **APPENDIX C**

(all the above on the provision of phlebotomy and audiology services),

- (iv) West Suffolk Hospital NHS (on the latest Care Quality Commission report on the hospital and the status of Walnut Tree Hospital).
APPENDIX D

As at the date of compiling this report (14 October 2010) responses had not been received from either Mid Essex Hospitals Trust or West Suffolk Hospital NHS Trust.

Essex County Council
County Hall
Chelmsford
Essex CM1 1LX

F.A.O. DOCTOR GORDON COUTTS

Chief Executive
Colchester Hospital University
NHS Foundation Trust
Trust Headquarters
Turner Road
Colchester Essex CO4 5JL

Date: 17 September 2010

My Ref.: JZ/MAFScrutTaskFin/
Coutts/SCR

Dear Dr Coutts

MID ESSEX AREA FORUM SCRUTINY TASK AND FINISH GROUP

The Mid Essex Area Forum has been asked by the Essex Health/NHS Overview and Scrutiny Committee to undertake a scrutiny review of access to health services in Mid Essex on their behalf. As a consequence, a task and finish group has been initiated by the Mid Essex Area Forum to undertake this task.

At the last meeting of the Task and Finish Group on 8 September 2010, concern was raised over access to phlebotomy and audiology services in Mid Essex.

As a result, I am writing on behalf of the group to request the following information:

- ***What phlebotomy services provided by the Colchester Hospital University NHS Foundation Trust are available to patients residing in the Braintree, Chelmsford and Maldon districts, where are they geographically situated and what is their frequency.***
- ***What audiology services provided by the Colchester Hospital University NHS Foundation Trust are available to patients residing in the Braintree, Chelmsford and Maldon districts, where are they geographically situated, what is their frequency and what proportion have facilities for a 'drop-in' service.***

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The next meeting of the task and finish group is 20 October 2010 and we would appreciate your response prior to this date, in order that we can discuss the information we receive at that time.

Yours sincerely

JOHN ZAMMIT
Area Co-ordinator for Mid Essex

Please reply to:	John Zammit	Tel. No.: 01245 430097/ Mobile No.: 07786 125022
	Sarah Ramachandra	Tel. No.: 01245 436006
Internet:	www.essexcc.gov.uk	
Email:	john.zammit@essex.gov.uk sarah.ramachandra2@essex.gov.uk	

APPENDIX A
CONT....

Colchester Hospital University



NHS Foundation Trust

Trust Headquarters
Turner Road
Colchester
Essex
CO4 5JL

Tel: 01206 742347
Fax: 01206 854877

Date: 11 October 2010
Ref: GC/NC/at
Department: Chief Executive

Mr. J. Zammitt
Area Co-ordinator for Mid Essex
Essex County Council
County Hall
Chelmsford
Essex, CM1 1LX

14 OCT 2010

Dear Mr Zammitt,

Re: Mid Essex Area Forum Scrutiny Task and Finish Group

Thank you for your letter of 17 September 2010 regarding Phlebotomy and Audiology Services provided by Colchester Hospitals University NHS Foundation Trust to Mid Essex residents.

Strictly speaking, under the Patient Choice arrangements any patient can access services at any provider hospital, which means that subject to them exercising 'Choice', residents from the areas named in Braintree, Chelmsford and Maldon can access CHUFT services at any of our hospital sites. With that caveat I am setting out below the response to the specific questions you raised.

Phlebotomy

The Trust provides its GP-referred Phlebotomy services principally from sites at Colchester General Hospital and Essex County Hospital; these are available Monday to Friday and are located in the Outpatient departments at both sites. We also provide similar services at Clacton Hospital and Harwich Hospital.

Geographically in the Mid Essex PCT area, the phlebotomy services at Halstead Hospital are provided by Mid Essex PCT provider services, although the samples come to the Colchester laboratories for testing and reporting. Similarly samples taken by practice staff in GP surgeries in the Halstead and the Colne Valley practices are sent to Colchester for testing.

At the new Braintree Community Hospital, CHUFT provides the laboratory support from Colchester to the clinical services provided by Interhealth Canada, although the phlebotomy service itself is provided by Interhealth Canada's staff. I understand that GP referred phlebotomy provided at Braintree Hospital is managed through Mid Essex PCT provider services and these samples go to Broomfield for testing.

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INVESTOR IN PEOPLE

Chief Executive: Gordon Coutts
Chair: Sally Irvine

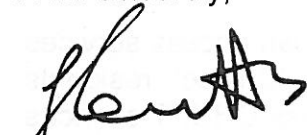
Audiology

The Trust provides its Audiology principally from Essex County Hospital; these are available Monday to Friday and are located in the Outpatient department. The service at ECH includes full diagnostic audiology testing facilities; it also provides support to patients with hearing aids requiring simple repairs and battery exchange. These support aspects of the service operate on a drop-in basis supported by a telephone helpline and supports all users with a postal repair service. We provide similar services at Clacton Hospital and Harwich Hospital.

At Halstead Hospital our Audiology team are in attendance to support the ENT clinics there and also provide a hearing aid repair service for a half day session on the 1st, 3rd and 5th weeks of a month. Local patients for hearing aid support are seen as far as possible in Halstead, with the exception of their first time fitting where this needs facilities not available in Halstead. In special circumstances it is possible for patients who are house bound to have a home visit assessment. There is also a Hearing therapy clinic in Halstead every fortnight.

I hope this addresses the issues you are investigating. If we can be of any further assistance please contact Nick Chatten, Director of Corporate Development who will be happy to help.

Yours sincerely,



Dr. Gordon Coutts
Chief Executive

Essex County Council
County Hall
Chelmsford
Essex CM1 1LX

APPENDIX B

F.A.O. PROFESSOR GRAHAM RAMSAY

Chief Executive
Mid Essex Hospitals Trust
Broomfield Hospital
Court Road
Broomfield
Chelmsford Essex CM1 7ET

Date: 17 September 2010

My Ref.: JZ/MAFScrutTaskFin/
Ramsay/SCR

Dear Professor Ramsay

MID ESSEX AREA FORUM SCRUTINY TASK AND FINISH GROUP

The Mid Essex Area Forum has been asked by the Essex Health/NHS Overview and Scrutiny Committee to undertake a scrutiny review of access to health services in Mid Essex on their behalf. As a consequence, a task and finish group has been initiated by the Mid Essex Area Forum to undertake this task.

At the last meeting of the Task and Finish Group on 8 September 2010, concern was raised over access to phlebotomy and audiology services in Mid Essex.

As a result, I am writing on behalf of the group to request the following information:

- ***What phlebotomy services provided by the Mid Essex Health Trust are available in the Braintree, Chelmsford and Maldon districts, where are they geographically situated and what is their frequency.***
- ***What audiology services provided by the Mid Essex Health Trust are available in the Braintree, Chelmsford and Maldon districts, where are they geographically situated, what is their frequency and what proportion have facilities for a 'drop-in' service.***

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The next meeting of the task and finish group is 20 October 2010 and we would appreciate your response prior to this date, in order that we can discuss the information we receive at that time.

Yours sincerely

JOHN ZAMMIT
Area Co-ordinator for Mid Essex

Please reply to:	John Zammit	Tel. No.: 01245 430097/ Mobile No.: 07786 125022
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	sarah.ramachandra2@essex.gov.uk	

Essex County Council
County Hall
Chelmsford
Essex CM1 1LX

F.A.O. CAROLE TAYLOR-BROWN

Chief Executive
Suffolk Primary Care Trust
Rushbrook House
Paper Mill Lane
Bramford
Ipswich IP8 4DE

Date: 17 September 2010

My Ref.: JZ/MAFScrutTaskFin/
Taylor-Brown/SCR

Dear Ms Taylor-Brown

MID ESSEX AREA FORUM SCRUTINY TASK AND FINISH GROUP

The Mid Essex Area Forum has been asked by the Essex Health/NHS Overview and Scrutiny Committee to undertake a scrutiny review of access to health services in Mid Essex on their behalf. As a consequence, a task and finish group has been initiated by the Mid Essex Area Forum to undertake this task.

At the last meeting of the Task and Finish Group on 8 September 2010, concern was raised over access to phlebotomy and audiology services for those residents who live in Essex, but are registered with GP practices in Suffolk and who access Suffolk hospitals.

As a result, I am writing on behalf of the group to request the following information:

- ***What phlebotomy services provided by the Suffolk Primary Care Trust are available to patients residing in Essex, where are they geographically situated and what is their frequency.***
- ***What audiology services provided by the Suffolk Primary Care Trust are available to patients residing in Essex, where are they geographically situated, what is their frequency and what proportion have facilities for a 'drop-in' service.***

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Yours sincerely

JOHN ZAMMIT
Area Co-ordinator for Mid Essex

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Email:	john.zammit@essex.gov.uk	
	sarah.ramachandra2@essex.gov.uk	

**Suffolk Primary Care Trust**

Rushbrook House
Paper Mill Lane
Bramford
Ipswich
Suffolk
IP8 4DE

Our ref: PW/jl
Direct dial: 01473 770048
E-Mail: paul.watson@suffolkpct.nhs.uk

4 October 2010

Mr J Zammit
Area Co-ordinator for Mid Essex
Essex County Council
County Hall
Chelmsford
Essex
CM1 1LX

Tel: 01473 770000 Fax: 01473 770201
Website: www.suffolk.nhs.uk



Dear Mr Zammit

Mid Essex Area Forum Task and Finish Group

Thank you for your letter of 17 September 2010 to Carole Taylor-Brown requesting information for the above group. Please be advised that Carole Taylor-Brown stepped down as Chief Executive on 30 September and I took up post as Chief Executive of NHS Suffolk on 1 October.

Turning to the information requested, regardless of where a patient resides, all patients can access direct access (GP referred) phlebotomy and audiology at Ipswich Hospital and West Suffolk Hospital in Bury St Edmunds. In addition, many individual practices take bloods and send them to the hospital laboratories.

Unfortunately I am unable to confirm the frequency and drop in service details, however, the most up to date timetable of clinics and their frequency can be obtained from the Patient Advice and Liaison Service of the respective hospitals.

I hope the above is helpful. If you require any further information please do not hesitate to contact me.

Yours sincerely

Dr Paul Watson
Chief Executive

Essex County Council
County Hall
Chelmsford
Essex CM1 1LX

APPENDIX D

F.A.O. MR STEPHEN GRAVES
Chief Executive
The West Suffolk Hospital NHS Trust
Hardwick Lane
Bury St Edmunds
Suffolk IP33 2QZ

Date: 17 September 2010

My Ref.: JZ/MAFScrutTaskFin/
Graves/SCR

Dear Mr Graves

MID ESSEX AREA FORUM SCRUTINY TASK AND FINISH GROUP

The Mid Essex Area Forum has been asked by the Essex Health/NHS Overview and Scrutiny Committee to undertake a scrutiny review of access to health services in Mid Essex on their behalf. As a consequence, a task and finish group has been initiated by the Mid Essex Area Forum to undertake this task.

At the last meeting of the Task and Finish Group on 8 September 2010, concern was raised over certain hygiene issues at West Suffolk Hospital. As a result, I am writing on behalf of the group to request the latest Care Quality Commission reports on the hospital.

A further issue raised at the meeting concerned the status of Walnut Tree Hospital in Sudbury. A significant number of Essex residents use the services provided at Walnut Tree Hospital and there is some concern over its possible closure and the migration of clinics to another facility that will be further away and harder to access for Essex patients.

Please can you provide some clarity and, if appropriate, time-scales around this issue.

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The next meeting of the task and finish group is 20 October 2010 and we would appreciate your response prior to this date, in order that we can discuss the information we receive at that time.

Yours sincerely

JOHN ZAMMIT
Area Co-ordinator for Mid Essex

Please reply to:

John Zammit

Tel. No.: 01245 430097/**Mobile No.:** 07786 125022

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