

12th August 2019

Dr Mo Abedi
Chair, NHS Enfield Clinical Commissioning Group
Holbrook House
Cockfosters Road
Barnet EN4 0DR
via e-mail

Dear Dr Abedi,

Re.: proposals to reduce the opening times of the Urgent Care Centre at Chase Farm Hospital

At Healthwatch Enfield, it is our job to amplify voices of local people on key issues that affect them; over the last few weeks we collected over 370 items of feedback relating to the proposal to reduce the opening times of the Urgent Care Centre at Chase Farm Hospital.

In relation to closing the Urgent Care Centre at Chase Farm Hospital at 9:00pm instead of 10:00pm, **84% of local people, who provided feedback to Healthwatch Enfield, did not agree with the proposal.** Our research findings suggest that the Urgent Care Centre at Chase Farm Hospital is seen as a valuable resource. Those we heard from, were concerned that the proposed changes:

- will further reduce the provision of urgent care services in Enfield
- will make accessing urgent care services in Enfield more difficult
- will have an impact on A&E departments and the ambulance service

Based on local residents' feedback, **Healthwatch Enfield recommends** that NHS Enfield Clinical Commissioning Group working with NHS Barnet Clinical Commissioning Group and Royal Free London NHS Foundation Trust:

- (1) maintain opening times of the Urgent Care Centre from 8:00am to 10:00pm so that residents can attend up to 10:00pm and be seen
- (2) works with local people and stakeholders to develop ways to raise awareness of the Urgent Care Centre at Chase Farm so that use of available resources is maximised. Any solutions developed should ensure that:
 - opening times are clear, including that patients can attend up to 10:00pm to be seen
 - treatments, procedures and conditions that can be dealt with by the Urgent Care Centre are clear

A summary report outlining our findings is attached for your consideration.

We look forward to hearing from you with your response to the outcomes of the engagement on the proposal to reduce the opening times of the Urgent Care Centre at Chase Farm Hospital.

Yours sincerely,



Patricia Mecinska, Chief Executive

copied to:

Rt. Hon. Joan Ryan, MP

Rt. Hon. Bambos Charalambous, MP

Cllr Nesil Caliskan | Leader of the Council | Enfield Council

Cllr Alev Cazimoglu | Chair of Enfield's Health and Wellbeing Board | Enfield Council

Cllr Rick Jewell | Cabinet Member for Children's Services | Enfield Council

Cllr Mahtab Uddin | Cabinet Member for Public Health | Enfield Council

Cllr Sinan Boztas | Chair of Enfield's Health Scrutiny panel | Enfield Council

Cllr Huseyin Akpinar | Enfield Health Scrutiny panel | Enfield Council

Cllr Vicki Pite | Enfield Health Scrutiny panel | Enfield Council

Cllr Yasemin Brett | Enfield Health Scrutiny panel | Enfield Council

Cllr Elif Erbil | Enfield Health Scrutiny panel | Enfield Council

Cllr Clare De Silva | Enfield Health Scrutiny panel | Enfield Council

Cllr Terence Neville OBE JP | Enfield Health Scrutiny panel | Enfield Council

Cllr Doug Taylor | Enfield Health Scrutiny panel | Enfield Council

Caroline Clarke | Chief Executive | Royal Free London NHS Foundation Trust

Natalie Forrest | Chief Executive | Chase Farm Hospital

Rob Larkman | Chief Officer | NHS Enfield Clinical Commissioning Group

Stuart Lines | Director of Public Health

Bindi Nagra | Director of Health and Adult Social Care

Tony Theodoulou Executive Director, People

Vivien Giladi | Enfield's Health and Wellbeing Board member | Enfield Over 50's Forum

Pamela Burke | Enfield's Health and Wellbeing Board member | Enfield Carers Centre

Jo Ikhelef | Enfield's Health and Wellbeing Board member | Enfield Voluntary Action

Maria Kane | Chief Executive | North Middlesex University Hospital NHS Trust

Andrew Wright | Director of Strategy | Barnet Enfield and Haringey Mental Health Trust

Niki Nicolaou | Enfield's Health and Wellbeing Board member | Enfield Council