**Dear Members,**

**1) EMERGENCY OPERATIONS CENTRE**

Unfortunately, the LAS is unable to offer dates for visits to the EOC until February 2019.

We are, therefore, planning now for visits in 2019.

The next available dates will be from Tuesday 26th February this being a Bow week.

      Visits to EOC run on a **Tuesday, Wednesday and Friday** alternating weekly

between Waterloo and Bow 9.00am – 1.00pm or 1.00pm – 5.00pm –

      2 Visitors per day 1 in the morning / 1 afternoon.

**Please let me know on which dates you would like attend - morning or afternoon?**

* FEBRUARY 26    BOW … AM or PM
* FEBRUARY 27    BOW … AM or PM
* MARCH 1            BOW … AM or PM
* MARCH 5            WATERLOO … AM or PM
* MARCH 6            WATERLOO … AM or PM
* MARCH 8            WATERLOO … AM or PM

**2)  VISITS TO THE URGENT CARE - 111 CENTRE IN CROYDON**

Would you like to visit the III Urgent Care Centre in Croydon (near East Croydon Station) in November or December?

These are monitoring visits and will give you the opportunity to follow the entire process of receiving calls and the services offered to patients.

Please let me know on what date in either November or December you would like to attend.

**FOLLOWING YOUR VISITS, WE SHALL PRODUCE REPORTS AND RECOMMENDATIONS BASED ON YOUR FINDINGS**

Best wishes

Malcolm Alexander

Chair

Patients' Forum for the LAS

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