

16th May 2018

Dr Mo Abedi
Chair
NHS Enfield Clinical Commissioning Group
Holbrook House
116 Cockfosters Road
Barnet EN4 0DR
by e-mail: mo.abedi@nhs.net

Dear Mo,

Thank You for Responding to Healthwatch Enfield's Concerns re Ambulance Response Times

We learned from a recent Joint Health Overview and Scrutiny Committee (JHOSC) Meeting for North Central London (NCL) that, since 2017, the London Ambulance Service (LAS) has been providing four additional ambulances to serve the people of Enfield, Haringey and Barnet.

This is a much-needed and much-appreciated increase in the ambulance capacity serving Enfield, and we would like to thank you for NHS Enfield Clinical Commissioning Group's role in helping to secure this increase.

Having highlighted the London Ambulance Service performance being the worst in London at Enfield CCG Governing Body meetings throughout 2016 and early 2017, we were delighted that the CCG decided to pursue the matter directly with LAS. Despite an initial response from the London Ambulance Service being unsatisfactory, our respective organisations continued to ask the provider what actions were being implemented to improve service that Enfield residents were receiving.

As well as Enfield CCG pursuing this matter directly with LAS, our Board member, Audrey Lucas, has repeatedly raised the concern at the London Ambulance Service Patient forum whilst our Chair at the time, Deborah Fowler, wrote on behalf of Healthwatch Enfield to the JHOSC and to the NCL Urgent Care Group about the LAS problems affecting the three outer boroughs of NCL, of which Enfield was the worst affected. Healthwatch Enfield also raised the issue more than once at JHOSC meetings when LAS were present, and JHOSC members helpfully endorsed the concerns raised.

We were delighted to learn from Peter Rhodes, Assistant Director of Operations at LAS that, because of Healthwatch Enfield's initiative in highlighting this matter in different fora, and because of Enfield CCG also pursuing it in following our concerns, LAS has responded positively to our feedback and concern and that it now has four more ambulances serving Enfield, Haringey and Barnet.

This increased provision of ambulances is excellent news for local people and we hope that it will contribute to improved response times for Enfield residents requiring urgent ambulance assistance.

We would like to thank you and your colleagues for taking up the concerns that we raised on behalf of local people. We greatly appreciate both NHS Enfield Clinical Commissioning Group and London Ambulance Service responding so positively to the problems that we identified, and we

look forward to continuing to work with you to bring about positive changes to local services for the benefit of local people.

Yours sincerely,

A handwritten signature in brown ink that reads "Parin Bahl". The signature is written in a cursive style with a period at the end.

Parin Bahl
Chair

Copied to:

Peter Rhodes, Assistant Director of Operations, London Ambulance Service NHS Trust
Members of Enfield's Health and Wellbeing Board
Cllr Alison Kelly, Chair, North Central London Joint Health Overview Scrutiny Committee
Ian Davis, Chief Executive, Enfield Council
Selina Rodrigues, Healthwatch Barnet
Frances Hasler, Healthwatch Camden
Mike Wilson, Healthwatch Haringey
Emma Whitby, Healthwatch Islington
Jane Mordue, Chair, Healthwatch England