


Councillor Maureen Worby  
 London Borough of Barking and  
 Dagenham

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Date: 16 September 2016

Dear Councillor Worby,

Following on from our discussions at the Barking and Dagenham Health and Wellbeing Board on 26 July, around our current Referral to Treatment (RTT) performance, please find our responses to the points raised below.

- 1. Noted that the number of people waiting for their appointment had now been reviewed and BHRUT confirmed that this now stood at 54,000 patients;**

The number of patients on our waiting list is reducing and as at 8 September 2016 the total number of patients waiting for treatment is 46,885.

- 2. Noted that BHRUT had not yet recommenced reporting its RTT performance to NHS England;**

We will start reporting again in December 2016. The data will be based on our October 2016 waiting list information.

- 3. Requested BHRUT to provide an update on patients' RTT waiting times to every Board meeting until the NHS Constitution standard, which gives patients a legal right to start non-emergency NHS consultant-led treatment within a maximum of 18 weeks following a GP referral, was achieved and embedded at BHRUT.**

We can confirm that we will provide an update on waiting times at every Board meeting until we achieve the NHS Constitution standard.

- 4. Suggested that consultation with the Council would have been helpful in drafting the communications with the patients waiting for appointments. Particular concern was raised in regards to the lack of understanding by patients that alternative treatment provided outside of**



**5. Queens and King George hospitals would still be paid for via the NHS and that there would be no charge to patients for accessing these services at private facilities**

We take this point on board. We currently inform patients that we are looking to provide their treatment with a private provider to ensure they do not wait unnecessarily and assure that they will remain a BHRUT/NHS patient.

We also outline the services are free of charge and there is no charge to them. A standard script is used by staff to consistently communicate this message to patients.

**5. Reminded BHRUT that the Board was still awaiting details of:**

**(a) The numbers of patients in each specialist area and how many of those patients were Barking and Dagenham residents.**

Please note: The Board also now requires details of the current number of LBBB residents that were included in the outstanding 54,000.

Our total waiting list size has reduced to 46,885 patients as of 8 September 2016 of which 12,494 (26.7%) patients are Barking and Dagenham residents.

In Appendix A you can view the number of B&D residents on our waiting list by speciality.

**(b) Evidence to substantiate the previous anecdotal claim by BHRUT that patients were prepared to wait longer to be seen within BHRUT rather than being treated by other providers**

Please note: The Board now also requires details of the number of LBBB residents that have already been referred to independent / private providers or non BHRUT hospitals.

Our data indicates that approximately 34.4% of patients declined to be treated by an alternative provider. We are unable to split this data by borough.

The number of patients that we have referred to a private/independent provider for surgery and have been treated up to 8 September 2016 is 175.

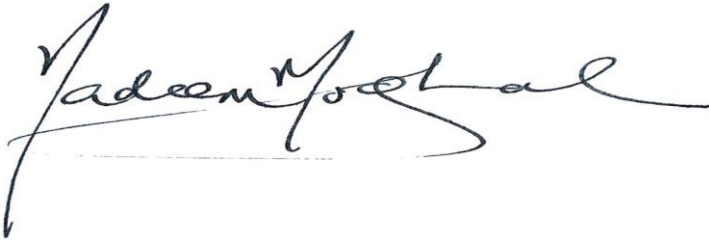
The number of patients we have referred to, and have appointments with, a private/independent provider for an outpatient appointment is 48.

**6. Reminded BHRUT of the previous request made by the Board for them not use the term 'waiters' in their future reports and that 'patients' or 'people' was more appropriate;**

We have noted the Board's request and in future all our reports will refer to patients or people.

If you have any further questions about this information please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read "Nadeem Moghal". The signature is fluid and cursive, with a long horizontal stroke at the bottom that extends to the left and then loops back to the right.

Dr Nadeem Moghal  
Medical Director

## APPENDIX A – BARKING AND DAGENHAM PATIENTS WAITING BY SPECIALTY

Specialty	Total Number of Patients Awaiting Surgery	Total Number of Patients Awaiting an Outpatient Appointment	Grand Total
Anti-Coagulation		29	29
Audiology		18	18
Breast Surgery	20	65	85
Cardiology	3	952	955
Clinical Haematology		81	81
Clinical Neuro-physiology		61	61
Clinical Oncology		35	35
Colorectal Surgery		2	2
Dermatology	24	827	851
Diabetic Medicine		27	27
Endocrinology		230	230
ENT	237	1114	1351
Gastroenterology	2	853	855
General Medicine	2	74	76
General Surgery	83	741	824
Geriatric Medicine		31	31
Gynaecological Oncology	14	65	79
Gynaecology	89	583	672
Hepatology		97	97
Maxillo-Facial Surgery	85	486	571
Medical Microbiology		5	5
Medical Oncology		2	2
Neonatology		28	28
Nephrology		127	127
Neurology	6	714	720
Neurosurgery	13	183	196
Ophthalmology	71	840	911
Oral & Maxillo Facial Surgery		8	8
Orthodontics		3	3
Paediatric Cardiology		37	37
Paediatric Clinical Haematology		3	3
Paediatric Diabetic Medicine		1	1
Paediatric Endocrinology		2	2
Paediatric Medical Oncology		6	6
Paediatric Nephrology		7	7
Paediatrics		334	334
Pain Management	164	371	535
Respiratory Medicine	2	292	294
Rheumatology	2	292	294
Trauma & Orthopaedics	198	882	1080
Urology	115	665	780
Vascular Surgery	31	160	191
<b>Grand Total</b>	<b>1161</b>	<b>11333</b>	<b>12494</b>