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17 August 2015

Councillor Bill Chapman,
Chairman,
Wellbeing and Health Scrutiny Board,
Surrey County Council,
County Hall,
Kingston, Surrey.

Dear Councillor Chapman,

In response to your letter dated 21st July, 2015, please find below the information that you require:

1. The Royal Surrey County Hospital work closely with Health and Social partners in developing joint working practices. Along with CCG Colleagues we developed an action plan to cater for winter demand and ensure patient safety.
2. The Trust has an agreed demand and capacity plan which is designed to minimise spikes in bed pressures and front door pressures. This plan is agreed in partnership with other health care providers and the CCG.
3. The Trust works closely with the CCG on promoting alternate choices to A & E attendance. Ultimately it is the patients' choice to attend A&E but we do promote and refer to alternatives.
4. There is always risk; however the Trust's 4 hour performance against the emergency care performance target demonstrates our ability to care for patients safely within the guidance of national standards. The escalation plan in place assists with managing busy periods.

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5. The Trust has a culture of working closely with community, GP and other health and social care providers. Close working practice is essential to managing a good patient experience. This partnership is 52 weeks per year not just for winter.

Kind regards,



Nick Moberly,
Chief Executive

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