



HOUSE OF COMMONS

LONDON SW1A 0AA

Our Ref: NH/hb

13 December 2010

Mark Easton
Chief executive
NHS Harrow
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Harrow
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Dear Mark,

As you know the abrupt closure of the Village surgery has upset a large number of Pinner residents. Whatever the underlying facts, my sense is that the public continue to blame the PCT. Their anger and frustration was compounded by poor communications from the PCT, which is why I recommended the idea of public meetings. I would like to thank you for the positive way with which you engaged with that suggestion. However painful, it was extremely important to have those conversations with people going through something akin to bereavement.

At the second public meeting I did urge you to run a credible consultation that was genuinely open minded towards the options. I felt that this was important given the generally held view that the PCT has already decided that the most efficient course is to distribute the Village surgery patients around existing capacity.

My job is to represent the views of my constituents. In this situation, I believe that the majority view, while not consensus, is in favour of a new surgery in Pinner. This reflects in part an understandable nostalgia for things as they were, but also some genuine concerns about the pressure on the Pinn Centre as a result of the sudden influx of new patients. I know that the Pinn was built to accommodate significantly more patients but the anecdotal evidence suggests that there are well founded concerns about:- 1) The degree to which new patients are being properly integrated, 2)The implications for existing customers of the Pinn in terms of care standards 3) The stability of arrangements with the two GPs imported from the Village surgery.

Therefore I am writing to ask you to give serious consideration to the case for an alternative surgery in Pinner. The case rests on the benefits of giving Pinner residents a genuine choice and relieving some of the pressure on the Pinn. In taking this course, I believe that you will be responding to the wishes of the people you serve.

However, I am also aware that you have a duty to find the most cost effective solution at a time when the PCT faces a very serious financial challenge; given your

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historic deficit and a more constrained spending environment. This need for efficiency is not just in the interests of the tax payer; it is also in the interest of the users of front line services that might be vulnerable if cuts have to be made in other areas. I am sure you are also mindful of the need to move decisively and bring closure to an issue that has dragged on too long.

So, if the decision of the Board is to reject the idea of a new surgery in Pinner, I would urge you to be proactive in giving my constituents the following information:-

- Detail on what would have been involved in commissioning a new surgery in terms of both; the need for an open tender (if confirmed) and the consequences in terms of timetable.
- The additional cost, broken down in sufficient detail to be scrutinised effectively by the public.
- Consequences of that additional cost in terms of potential risk to other services, given the budgetary environment in which you operate.
- Your strategy in terms of actively helping my constituents register with other GP practices in the area.
- Your strategy in terms of monitoring the capability of the Pinn Centre to deliver a first class service to both new and old patients.

You are well aware of how strongly feelings run on this very sensitive issue. The PCT has not covered itself in glory up to this point which makes it even more important that this decision is thought through very carefully and taken in the long term interests of the community.

I am of course available to discuss this in person if that would be helpful

Yours sincerely,

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