

11 September 2017

Jim Doyle
Group Manager – Democratic Services
Dacorum Borough Council
The Forum
Marlowes
Hemel Hempstead. HP1 1DN

Ref:16/RC

Dear Jim

Further to the Health Scrutiny Committee Meeting of 21 June 2017, I am responding to the questions raised about issues encountered recently by patients at Hemel Hempstead Hospital.

Firstly may I say again we are very sorry to hear about the different messages regarding accessing GPs at the Urgent Care Centre and also the opening times of the X-ray service. We have now had an opportunity to investigate the issues you raised with the managers concerned.

For patients who wish to see a GP out of hours, appointments are arranged by calling the NHS 111 telephone service. However, some patients who visit the Urgent Care Centre may, depending on their presenting complaint, be referred to and booked into see a GP at the West Herts Medical Centre which is open 24hrs a day. This is perhaps where there may have been a misunderstanding and we are now reviewing the signage and information available, including our website, to improve the patient experience.

With regards to our X-ray services, within the Urgent Care Centre there was a short period recently when due to staff sickness we had to close the service earlier than advertised and we apologise for any inconvenience caused. The X-ray service within our Urgent Care Centre is open daily from 9am to 10pm. The Radiology service in the main block is open weekdays, 8:30am to 4:30pm.

I hope that our response has fully addressed your concerns. Should you have further questions or wish to comment on the information provided, please write to me and I will be happy to clarify any outstanding issues.

Yours sincerely



Louise Halfpenny
Director of Communications