

Response from Imperial College Healthcare NHS Trust to Healthwatch Central West London report 'Experiences of Today, Questions for Tomorrow'

Imperial College Healthcare NHS Trust ('the Trust') welcomes Healthwatch Central West London's report into patient views on the future of Charing Cross Hospital and their experiences of using the hospital. Through a range of patient engagement activities, which the Trust helped to facilitate, Healthwatch found that most patients were "extremely satisfied" with their experience of the hospital overall. This was followed by high levels of "very satisfied" or "satisfied".

The results complement the Care Quality Commission (CQC)'s recent report into medical care at Charing Cross Hospital that identified some outstanding practice at the hospital. The Trust recognises and will continue to respond to specific feedback on problems with cleanliness and signage at the site.

Healthwatch also asked patients about future plans for Charing Cross which elicited mixed views, reflecting a lack of clarity on the plans. Patients were asked about their role in shaping the future of the hospital and a large majority said they wanted or may want to be involved.

The Trust accepts that there is a lack of clarity currently as in 2016 we - and our local clinical commissioning groups - paused development and engagement on the 'local hospital' model that forms part of the *Shaping a healthier future* service plans for north west London. This was because increasing demand for acute hospital services has highlighted the need to focus first on the development of new models of care to help people stay healthy and avoid unnecessary and lengthy inpatient admissions. It's encouraging, though, that the responses to the Healthwatch survey do indicate a real willingness to consider and help shape new models of care.

The Trust acknowledges Healthwatch's recommendations for a clear and robust communications and engagement strategy on the future of Charing Cross Hospital and for more clarity about decision-making structures and lines of responsibility and accountability.

This is in line with our own approach and follows on from our well-received 'open door' event at Charing Cross in November 2017 for patients and the public that aimed to mark and celebrate the hospital's past, share and clarify current plans and to look to the future. The Trust is also actively encouraging and enabling involvement in all aspects of our work, including with the Hammersmith and Fulham integrated care partnership, mentioned in the Healthwatch report and which includes a number of other NHS and local authority partners as well as the Trust. We look forward to continuing to work with all our stakeholders on these very important issues.

The Healthwatch report will be discussed at the Trust's next public Board meeting to be held on 27 March 2018.