

**NHS England East of England Specialised
Commissioning Team on behalf of the Mount
Vernon Cancer Centre Review Programme Board**

12 August 2019

To patients, carers, patient and community groups,

We are carrying out a patient survey to help us develop options for the future of services at the Mount Vernon Cancer Centre. This survey can be completed online by visiting www.mvccreview.nhs.uk until 8th September 2019.

Or, if you would like it by email or would like one or more printed copies please contact england.eoesct-projects@nhs.net or if you have any other queries please call the number at the end of this letter.

You can also email your feedback or questions directly to the project team, register your interest to receive updates, and ask us to attend a patient or community group meeting. You can do all these by emailing england.eoesct-projects@nhs.net

All of your feedback will help the NHS in the East of England and North London with our review of the services at Mount Vernon Cancer Centre. The survey and feedback from patient events and interviews will help us think about how the services might need to be organised in future.

This will include looking at the buildings and facilities, as well as ensuring that services are organised in ways that can provide the best modern care for patients, including access to research trials and new technology and treatments.

At the end of this year or early in 2020, we expect to carry out a three-month public consultation with lots of patient and public events and opportunities for you to have your say on the options before a decision is made.

The Mount Vernon Cancer Centre is run by East and North Hertfordshire NHS Trust and delivered from a site in North Middlesex managed by the Hillingdon Hospitals NHS Foundation Trust. It is a standalone cancer centre and primarily serves a population of over 2 million people in Hertfordshire, south Bedfordshire, North West London and Berkshire. The patient pathways involve 16 other hospitals and arrangements with 6 other NHS trusts. There is an extremely small number of patients who use the service from other parts of the country.

The Centre provides outpatient chemotherapy, nuclear medicine, brachytherapy and haematology as well as radiotherapy for these populations. There are also inpatient and ambulatory wards.

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We are working with the staff at Mount Vernon, with other local hospitals and commissioners, and with the local Cancer Alliances to look at how we can best meet the needs of local people, and develop options that will build on the services, research and patient experience the Centre already delivers.

You will probably have noticed that some of the buildings are not in a good state of repair, and a number of concerns have been raised in relation to the long-term clinical sustainability of the Cancer Centre.

The doctors and nurses at the Mount Vernon Cancer Centre have done a good job in putting things in place to ensure that treatment is high quality and that patients are safe, and the patient survey feedback shows that most patients are happy with the services they receive. However, the doctors, nurses and managers all agree that we need to find a more permanent solution to ensure the sustainability of the services in the long term.

As well as ageing buildings, there are limited support facilities on site. For example, there are no high dependency or intensive care beds so patients who become very poorly are sent in an emergency ambulance to Watford General Hospital.

This limited support at the site creates challenges for the patient pathway, and you may have experienced, or know someone who has experienced, having treatment in a number of different places because of this. As cancer treatment becomes more advanced and as demand for cancer treatment grows, this is becoming more of an issue for patients at Mount Vernon.

We have already looked at existing patient feedback on the services to see what patients think is good and what does not work so well, and we are working closely with Healthwatch Hertfordshire and Healthwatch Hillingdon who are helping us arrange the patient events and a patient survey. We are also happy to come and talk to patient and community groups to hear your views and ideas and answer any questions you have.

The services are commissioned by NHS England's Specialised Commissioning team and local Clinical Commissioning Groups.

Yours sincerely

A handwritten signature in black ink that reads "R. Ashmore". The signature is written in a cursive style with a large, looped initial 'R'.

Ruth Ashmore

Director of Specialised Commissioning and Health and Justice, East of England

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