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From: [REDACTED]
Sent: 10 March 2019 09:00
To: HVCCG, Communications (NHS HERTS VALLEYS CCG)
Subject: Hospital provision for Hemel Hempstead

Categories: In log

I am a retired nurse who worked within West Hertfordshire Hospitals for 46 years. I currently attend out patients at Watford General Hospital on a six monthly basis due to eyesight problems. I would like to raise the following concerns regarding lack of local Hospital provision in Hemel Hempstead and your plans to possibly further reduce the current services provided..

1) Location of WGH

Fortunately, at the moment, I am fit and healthy and can travel by public transport but it takes most of the day to get there and back. As I advance in years travelling backwards and forwards on public transport will become more difficult especially as they have stopped the 318 bus service from near my home. I currently have a ten minute walk to the 520 bus stop but this service does not run in the evening making it nearly impossible to get to Watford on public transport.

Being next to Watford football club there is often congestion and road closures especially on match days.

The A41 and Hempstead Road and often congested and at peak times in can take over a hour to get from Nash Mills where I live to Watford Town Centre.

The benefit of being seen in Hemel would eliminate the above problems, it takes me 20 minutes to walk to the town centre, I could catch the local bus that runs every ten minutes or rely on friends or neighbours for a lift. Many of my friends dislike driving to Watford.

2) Increase in population of Hemel Hempstead/Dacorum Due to lack of social housing, there has been a massive increase of housing provision in the Dacorum area.

Watford General Hospital is frequently faced with bed pressure crises due to large volume of people requiring emergency treatment. It is located on the outskirts of Hertfordshire and often caters for out of area patients from North London and the Hillingdon area. People living in the Tring/Northchurch area seem to favour Stoke Manderville rather than travel all the way to their local Hospital for Acute services which is Watford. From personal experience it is very difficult to access health care professionals in Hertfordshire when an elderly person is an in patient in Stoke Manderville.

Given the expansion of the population of Hemel Hempstead, with houses and flats being built on every spare piece of land, people need a Hospital that is easily accessible.

3) Efficiency of service

As there is so much pressure on services at Watford I have witnessed time delays in promptness of being seen, treatment and discharge.

I recently attended Warwick Hospital due to a suspected fractured. I delayed seeking medical treatment for 24 hours as I thought all Hospitals were like Watford and as I had to collect my granddaughter from school couldn't risk not being back in time.

My son told me not all Hospitals were like Watford ! I attended Warwick Hospital the following day and could not believe the efficiency of the service. I was seen, X-rayed, treated and had follow up appointment within a hour. I chose to attend out patients in Warwick rather than my local Hospital Watford. They were so efficient I had a X-ray

on arrival, saw consultant, was treated and discharged within half a hour. This was a busy Hospital but their services were so streamlined and effective, with all staff working towards a positive patient experience.

We desperately need an efficient, spacious Hospital in West Hertfordshire not patching up and fixing the cracks in the current facilities. There are many people who will not use Watford General due to previous poor experiences. Or those who would prefer to travel a greater distance for a more speedy and efficient service.

I think the only option to consider is option four. Stop wasting money, resources and losing good efficient staff and provide a purpose built Hospital to meet the needs of the current and ever expanding population of Dacorum.

Sent from my iPad