

Healthwatch Waltham Forest
Waltham Forest Resource Hub
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Barts Health NHS Trust
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Dear Healthwatch Waltham Forest,

Please find attached in a table format the response to your recent report "Talking with the homeless community in Waltham forest" (June 2015), on behalf of the Emergency Department at Whipps Cross Hospital Barts Health NHS Trust.

The table displays the issues raised within the report and an action plan to address these with a proposed time scale.

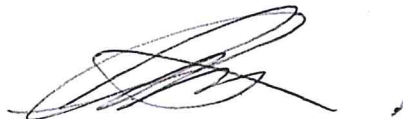
It was reassuring to note that many of those interviewed described positive experiences whilst attending the Whipps Cross emergency Department, and clear areas where care could be improved.

I would like to thank your service for providing valuable insight into the views and opinions of our homeless service users, and for highlighting some of the inequalities and challenges that this group of individuals experience in accessing healthcare both inside and outside of the hospital setting.

We hope that this response covers all the issues raised by the report, and that this paves the way for future joint working to ensure we provide the best possible care to all our patient groups within the local community.

If there is any further information you require please do not hesitate to contact me.

Best wishes



Matron Christopher Pinch

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