



HOUSE OF COMMONS
LONDON SW1A 0AA

Mr Simon Stevens
Chief Executive
NHS England
PO Box 16738
Redditch
B97 9PT

Our Ref: SLV/CAS/260816

30th August 2016

Dear Mr Stevens,

I write regarding the Botolph Bridge Community Health Centre located in Woodston in the Peterborough part of my constituency.

As you will be aware, the Health Centre recently received an Inadequate rating from the Care Quality Commission (CQC) and a number of serious concerns surrounding patient safety were raised in the report.

Specifically, I understand that the Health Centre began a trial pilot in September 2015 which saw medical assistants giving clinical advice to patients and amending patients' medical records. As you will be aware, medical assistants are neither qualified to give advice nor trained to appropriately amend medical records. I believe that the pilot was commenced as the Health Centre had been unable to recruit the necessary number of permanent GPs but no consideration appears to have been given to the safety of its patients as a result.

I also believe that concerns were raised by CQC inspectors about the lack of clinical capacity at the Health Centre in terms of ensuring key tasks were undertaken by clinicians with the relevant skills and qualifications to make safe decisions for their patients. There also appears to have been a problem with certain staff members being delegated tasks which they were not trained to do.

Furthermore, I am very concerned that NHS England has seen fit only last month to award the service provider at the Health Centre, 3Well Medical, a five year contract with the option to extend thereafter. We are now in a position where a large number of patients are in receipt of inadequate and potentially unsafe service from a provider with a long-term contract.



This is an unacceptable situation and I would be grateful if you would look into my concerns as a matter of urgency. In particular, it would appear that an immediate investigation into the issues uncovered by the CQC should be established and I would like to know what action NHS England is taking to resolve this situation.

I look forward to hearing from you.

Yours sincerely,

Shailesh Vara