

From: **CORPORATE (NHS NORTH EAST LONDON ICB - A3A8R)**
<nelondonicb.corporate@nhs.net>
Date: Fri, 5 Jul 2024 at 16:21
Subject: RE: Urgent health provision for Barking Riverside residents needed!
To: barkingriversideresidents@gmail.com <barkingriversideresidents@gmail.com>

Dear Venilia,

I am writing in response to your email of 24 May 2024, requesting NHS North East London to take action to provide additional health services to the Thames View/Barking Riverside wards in London Borough of Barking and Dagenham (LBBD).

Providing permanent health, leisure and community facilities in the Barking Riverside development remains a priority for Barking Riverside Ltd (BRL), LBBD and the NHS.

Previously, BRL worked directly with a group of residents to co-design a facility, the Health & Wellbeing Hub, comprising leisure, healthcare and community spaces. Since 2021, the Council and Be First have been leading the Health and Wellbeing Hub project alongside BRL and the NHS.

Unfortunately, rising construction costs mean that it is not possible to progress the construction programme as originally envisaged.

Despite the challenging economic conditions, the project partners are working together to seek a solution to that will bring the facilities forward, as well as ensure value for money. We are optimistic that, as economic conditions improve, we will be able to bring forward health, leisure and community facilities to support growth in this area.

Whilst a solution to the health hub issue is being found, the NHS have taken steps to ensure that we have an interim solution in place so that residents have equivalent access to primary care as other wards in the borough:

- Residents are encouraged to register with a nearby GP practice, the closest to Barking Riverside is Thames View Health Centre, which is a 20-minute walk away and is accepting new patients. Residents can register by going into the practice, or online at www.auroramedcare.co.uk
- Thames View Health Centre has been commissioned to ensure they have capacity to register and provide additional appointments for the growing number of residents that register with them, and they have a number of professionals in the practice to support patients. Currently Aurora has 20,190 residents registered with them, and funding in place to register further. Per 1000 patients they offer 507 appointments per month, this is the seventh best performing across the 32 practices in the borough for GP access.
- A new practice opened at Beam Park the address is 2 Halewood Way, Rainham, Essex, RM13 8QZ, which is a short car journey away (12 minutes). This practice is available for new registrations and residents can register by going into the practice, or online at <https://beamparkmedicalpractice.co.uk>

The project partners have also introduced some new initiatives to aim to improve access to healthcare for residents in Thames View and Barking Riverside wards:

- Thames View Health Centre, in partnership with Thames Life, Barking Riverside Limited, London Borough of Barking and Dagenham, North East London Foundation Trust and local community groups have also run a series of drop-in sessions at the Thames Community Hub, The Rivergate Centre and The Wilds. The most recent was at The Wilds on 30 May 2024. These provide an opportunity to not just see a doctor but also receive a health check, social wellbeing advice, talking therapies, cost of living advice, diabetes and blood pressure checks, advice from health visiting and hand / shoulder massage. The next drop in is the Thames Community Hub on 26 July 2024.
- Across Barking Riverside and Thames View most pharmacies are part of the Pharmacy First programme, this includes Britannia Pharmacy on Minter Road and the pharmacies in Thames View. This is where pharmacies provide advice and NHS-funded treatment, where clinically appropriate, for seven common conditions (age restrictions apply):
 - Sinusitis – for children and adults aged 12 years and over.
 - Sore throat – for children and adults aged 5 years and over.
 - Earache (Acute otitis media) – for children aged 1 to 17 years.
 - Infected insect bite – for children and adults aged 1 year and over.
 - Impetigo – for children and adults aged 1 year and over.
 - Shingles – for adults aged 18 years and over; and
 - Uncomplicated urinary tract infections in women aged 16 to 64 years.

We recognise that access to primary care can be challenging, and this is a national as well as a local issue. In addition to the interventions mentioned above, we are continuing to support providers in the area to help to meet the healthcare needs of residents in the area.

We acknowledge that there is more to be done to help residents access the services that are available, including the clinical support available from services such as pharmacists, and are keen to work with residents on this. We would welcome the opportunity to meet with you and other residents in order to listen to your experiences, explain more about the initiatives that have been introduced, and collaborate on how best to encourage access to the services outlined in this email.

Yours sincerely,

NHS North East London ICB Board

----- Forwarded message -----

From: **CORPORATE (NHS NORTH EAST LONDON ICB - A3A8R)**

<nelondonicb.corporate@nhs.net>

Date: Wed, 29 May 2024 at 11:30

Subject: RE: Urgent health provision for Barking Riverside residents needed!

To: Barking Riverside <barkingriversideresidents@gmail.com>, CORPORATE (NHS NORTH EAST LONDON ICB - A3A8R) <nelondonicb.corporate@nhs.net>, GABRIEL, Marie (NHS NORTH EAST LONDON ICB - A3A8R) <marie.gabriel1@nhs.net>, CEO (NHS NORTH EAST LONDON ICB - A3A8R) <nelondonicb.ceo@nhs.net>

Cc: JOHN-NELICB, Jagan (NHS NORTH EAST LONDON ICB - A3A8R)

<jagan.john-nelicb@nhs.net>, Matthew Carpen <MCarpen@barkingriverside.london>, Margaret Hodge <margarethodge@hotmail.co.uk>, Councillor Rodwell Darren

<darren.rodwell@lbdd.gov.uk>, Victoria@victoriaatkins.org.uk
<Victoria@victoriaatkins.org.uk>

Dear Venilia

We have had a discussion with our chair regarding today's meeting and given that your questions do not relate to the published agenda and pack, as set out in our guidance here

<https://northeastlondon.icb.nhs.uk/our-organisation/our-board/questions-from-members-of-the-public/>, your questions will be acknowledged and a written response will be provided to you following the meeting. With apologies for any inconvenience this may cause you.

Kind regards

NHS North East London

Part of North East London Health & Care Partnership

4th Floor, Unex Tower, 5 Station Street,

London E15 1DA

From: Barking Riverside <barkingriversideresidents@gmail.com>

Sent: Wednesday, May 29, 2024 10:38 AM

To: CORPORATE (NHS NORTH EAST LONDON ICB - A3A8R)

<nelondonicb.corporate@nhs.net>; GABRIEL, Marie (NHS NORTH EAST LONDON ICB - A3A8R) <marie.gabriel1@nhs.net>; CEO (NHS NORTH EAST LONDON ICB - A3A8R) <nelondonicb.ceo@nhs.net>

Cc: JOHN-NELICB, Jagan (NHS NORTH EAST LONDON ICB - A3A8R)

<jagan.john-nelicb@nhs.net>; Matthew Carpen <MCarpen@barkingriverside.london>;

Margaret Hodge <margarethodge@hotmail.co.uk>; Councillor Rodwell Darren

<darren.rodwell@lbdd.gov.uk>; Victoria@victoriaatkins.org.uk

Subject: Re: Urgent health provision for Barking Riverside residents needed!

Attention:

Chair: **Marie Gabriel** CBE

CEO: **Zina Etheridge**

Dear board,

I have sent you an email last week requesting that a solution to health provision for residents of Barking Riverside is discussed at your board meeting being held today at 1.30pm.

I have yet to receive any form of acknowledgement to my email.

Could the board acknowledge my email and respond to my request at some point today?

As per the [minutes of your last meeting](#) held on 27 March 2024, it was clearly identified that:

The place with highest projected growth in north east London (LB Barking & Dagenham) currently lacks the essential infrastructure for health and care. There is insufficient primary care capacity for existing growth in Barking and Dagenham and no acute provision whatsoever within the borough. This will mean service provision will likely need to adapt to new demand as uneven dispersed growth occurs. (page 68)

I urge you, therefore, to acknowledge my request and let me and the residents of Barking Riverside know what your plan is regarding future health service provision for the area.

Best regards,
Venilia Amorim
Secretary
Barking Reach Residents Association

On Fri, 24 May 2024 at 15:54, Barking Riverside <barkingriversideresidents@gmail.com> wrote:

Attention:
Chair: **Marie Gabriel** CBE
CEO: **Zina Etheridge**

Dear board,
The Barking Reach Residents Association (BRRA) is calling on the North East London ICB to take action to provide additional health services to the Thames View/Barking Riverside Wards in the London Borough of Barking and Dagenham (LBBD).

It will be impossible for the North East London ICB to not be aware that the Barking Riverside estate, within LBBD, south of the A13, is set to grow from its originally planned 10,800 homes to 20,000 in the next several years.

The developer Barking Riverside Limited (BRL) is in the process of submitting a planning application for such plans and yet the Thames View health centre, managed by Aurora Medcare, under Dr Jagan John, is the only health clinic in the Thames View/Barking Riverside Wards, catering to well over 16,000 residents at the moment.

According to LBBD's research there are [6,160 residents in the Thames View ward](#) and [10,057 residents in the Barking Riverside ward](#). It is quite disappointing to know that there is no established ratio of patients to healthcare hub/GP surgeries. We think the current 16,000+ residents would definitely warrant at least two local GPs, but we would be very interested in finding out what the ICB is planning for the two wards in the very near future.

The BRRA has conducted several resident meetings in which health provision (or lack thereof) is one of the most discussed topics of conversation, with many residents complaining of the oversubscribed clinic on Bastable Avenue, or having to register with other GPs far away from the area they live in, or even resorting to expensive private services, because they cannot get an appointment when needed or even register at the one and only clinic in this area.

BRL along with the LBBD have promised local residents a health hub, which is supposed to include a GP, the construction of which has been delayed several times and the costs are now too high for either entity to carry on without further funding.

The BRRA is therefore urging the North East London ICB to intervene and help provide additional health care to the 16,000+ residents on the two wards while a solution to the health hub issue is found.

The BRRA would request that this is a topic of conversation at the North East London ICB's [board meeting on 29 May at 1.30pm](#) taking place at the Barking Town Hall.

The BRRA committee looks forward to a response at your earliest convenience.

Best regards,

Venilia Amorim

Secretary

Barking Reach Residents Association