Ref:

To:
All SW London CCG Chief Officer and Chairs
All SW London Local Authority Chief Executives
All SW London Borough Health Cabinet Members
All SW London LINKs Chairs
All SW London Directors of Public Health
All SW London Hospital Trust Chief Executives
All SW London Hospital Trust Chairs
All SW London Voluntary Umbrella Organisations
All SW London GP Practice Managers
All SW London Dentists, Opticians and Pharmacists
All SW London GP Practice Managers
SW London PPI Group

27th March 2013

Dear Colleague,

Re: NHS London and London Primary Care Trusts closedown

As you are aware NHS London and the 31 London Primary Care Trusts will no longer exist from 31 March 2013. With this in mind, we thought it would be helpful to explain where you go to get information about the NHS from 1 April 2013.

Clinical Commissioning Groups
Clinical Commissioning Groups will be responsible for commissioning and designing local health services focused on delivering better outcomes and responding to the needs and wishes of patients. There are six CCGs in South West London: Croydon, Kingston, Wandsworth, Sutton, Merton and Richmond. Many of you will have by now established a relationship locally with your CCG.

<table>
<thead>
<tr>
<th>Croydon CCG</th>
<th>Chief Officer: Paula Swann Clinical Chair: Dr Anthony Brzezicki</th>
<th><a href="mailto:Paula.swann@croydonpct.nhs.uk">Paula.swann@croydonpct.nhs.uk</a> <a href="mailto:anthony.brzezicki@nhs.net">anthony.brzezicki@nhs.net</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston CCG</td>
<td>Chief Officer: David Smith Clinical Chair: Dr Naz Jivani</td>
<td><a href="mailto:David.smith@rbk.kingston.gov.uk">David.smith@rbk.kingston.gov.uk</a> <a href="mailto:Naz.jivani@kpct.nhs.uk">Naz.jivani@kpct.nhs.uk</a></td>
</tr>
<tr>
<td>Merton CCG</td>
<td>Chief Officer: Eleanor Brown Clinical Chair: Dr Howard Freeman</td>
<td><a href="mailto:Eleanor.Brown2@nhs.net">Eleanor.Brown2@nhs.net</a> <a href="mailto:Howard.Freeman@swlondon.nhs.uk">Howard.Freeman@swlondon.nhs.uk</a></td>
</tr>
<tr>
<td>Sutton CCG</td>
<td>Chief Officer: Dr Chris Elliott Clinical Chair: Dr Brendan Hudson</td>
<td><a href="mailto:celliott@nhs.net">celliott@nhs.net</a> <a href="mailto:Brendan.hudson@swlondon.nhs.uk">Brendan.hudson@swlondon.nhs.uk</a></td>
</tr>
<tr>
<td>Richmond CCG</td>
<td>Chief Officer: Dominic Wright Clinical Chair: Dr Andrew Smith</td>
<td><a href="mailto:Dominic.wright@richmond.gov.uk">Dominic.wright@richmond.gov.uk</a> <a href="mailto:andrewsmith9@nhs.net">andrewsmith9@nhs.net</a></td>
</tr>
<tr>
<td>Wandsworth CCG</td>
<td>Chief Officer: Graham Mackenzie Clinical Chair: Dr Nicola Jones</td>
<td><a href="mailto:graham.mackenzie@Wandsworthccg.nhs.uk">graham.mackenzie@Wandsworthccg.nhs.uk</a> <a href="mailto:nicola.jones2@nhs.net">nicola.jones2@nhs.net</a></td>
</tr>
</tbody>
</table>
Public Health England
Public Health England (PHE) has been established to protect and improve the nation’s health and wellbeing, and to reduce inequalities. Professor Yvonne Doyle is the London Regional Director for Public Health England. The London regional office of PHE will be based at Buckingham Palace Road. Responsibility for Public Health in each London Borough will be with the respective Local Authorities post 1 April 2013. The Directors of Public Health in South West London are listed below.

Directors of Public Health in South West London from 1 April 2013

<table>
<thead>
<tr>
<th>Borough</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Croydon</td>
<td>Mike Robinson</td>
<td><a href="mailto:Mike.robinson@croydonpct.nhs.uk">Mike.robinson@croydonpct.nhs.uk</a></td>
</tr>
<tr>
<td>Kingston</td>
<td>Jonathan Hildebrand</td>
<td><a href="mailto:Jonathan.Hildebrand@rbk.kingston.gov.uk">Jonathan.Hildebrand@rbk.kingston.gov.uk</a></td>
</tr>
<tr>
<td>Merton</td>
<td>Kay Elibert</td>
<td><a href="mailto:Kay.elibert@merton.gov.uk">Kay.elibert@merton.gov.uk</a></td>
</tr>
<tr>
<td>Sutton</td>
<td>Ellis Friedman</td>
<td><a href="mailto:Ellis.friedman@nhs.net">Ellis.friedman@nhs.net</a></td>
</tr>
<tr>
<td>Richmond</td>
<td>Dagmar Zeuner</td>
<td><a href="mailto:Dagmar.zeuner@richmond.gov.uk">Dagmar.zeuner@richmond.gov.uk</a></td>
</tr>
<tr>
<td>Wandsworth</td>
<td>Houda Al-Sharifi</td>
<td><a href="mailto:Houda.al-sharifi@wandsworth.gov.uk">Houda.al-sharifi@wandsworth.gov.uk</a></td>
</tr>
</tbody>
</table>


Health Education England
Health Education England is the new national leadership organisation responsible for ensuring that education, training, and workforce development drives the highest quality public health and patient outcomes.

There is no Regional Director for London at HEE. Local Education Training Boards (LETBs) will be hosted by HEE. There will be three LETBs in London and they will take on the workforce planning and education and training functions of NHS London. To find out more visit [http://www.hee.nhs.uk](http://www.hee.nhs.uk)

NHS Commissioning Board
At national level, NHS Commissioning Board is to ensure the NHS continues to be fit for purpose. It also provides clear national standards and accountability. Whilst the NHS Commissioning Board works nationally with a single operating model, we recognise that many functions will need to be carried out at a much more local level. There will therefore also be a London Regional Office of the NHS Commissioning Board. The remit of the London regional office of the NHS Commissioning Board will include:

- The Board’s day-to-day relationships with clinical commissioning groups
- The Board’s direct commissioning functions
- The Board’s professional and clinical leadership functions
- The management of a number of other functions including significant local stakeholder relationships. This includes relationships with local government and Healthwatch; the provision of information to parliamentarians and the public locally; the local investigation of primary care complaints and arrangements for emergency preparedness.

Dr Anne Rainsberry who many of you will know as Deputy Chief Executive of NHS London and Chief Executive of NHS North West London has been appointed as the NHS Commissioning Board Regional Director for London. To contact Anne: [Anne.Rainsberry@nhs.net](mailto:Anne.Rainsberry@nhs.net) or 0207 932 3718.

The London regional office of the NHS Commissioning Board will be at NHS London’s existing offices in Southside, Victoria Street. To find out more about the NHS Commissioning Board visit [http://www.commissioningboard.nhs.uk/](http://www.commissioningboard.nhs.uk/)

NHS South West London
Chair: Sian Bates  Chief Executive: Ann Radmore
Commissioning Support Units

Commissioning Support Units (CSUs) will provide a range of business functions designed to help Clinical Commissioning Groups (CCGs) make better decisions for their patients and improve health services. There are three Commissioning Support Units in London each with a Managing Director. These are:

- North Central and East London Commissioning Support Unit – Andrew Ridley
- North West London Commissioning Support Unit – Sarah Whiting
- South London Commissioning Support Unit – Nick Relph

South London CSU Management Team

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing Director</td>
<td>Nick Relph</td>
<td><a href="mailto:n.relp@nhs.net">n.relp@nhs.net</a></td>
</tr>
<tr>
<td>Deputy Managing Director and Director of Contracting and Performance</td>
<td>Jeremy Burden</td>
<td><a href="mailto:jeremy.burden@nhs.net">jeremy.burden@nhs.net</a></td>
</tr>
<tr>
<td>Chief Operating Officer</td>
<td>Debbie Turner</td>
<td><a href="mailto:debbie.turner9@nhs.net">debbie.turner9@nhs.net</a></td>
</tr>
<tr>
<td>Commercial Director</td>
<td>Richard Chapman</td>
<td><a href="mailto:richard.chapman@nhs.net">richard.chapman@nhs.net</a></td>
</tr>
<tr>
<td>Interim Director of Business Intelligence &amp; ICT</td>
<td>Henry Wilson</td>
<td><a href="mailto:henry.wilson@nhs.net">henry.wilson@nhs.net</a></td>
</tr>
</tbody>
</table>

You can find out more about CSUs on the NHS Commissioning Board website.

National Trust Development Authority

From April 2013, the NHS Trust Development Authority (NHS TDA) will provide governance and accountability for NHS trusts in England and delivery of the foundation trust pipeline. There are currently 22 NHS Trusts in London (including the London Ambulance Service) working towards foundation trust status.

The NHS TDA will help each NHS trust secure sustainable, high quality services for the patients and communities they serve. Alwen Williams, Director of Delivery & Development at the NHS TDA has responsibility for London. To contact Alwen: Alwen.williams@nhs.net

The NHS TDA office will be at Southside, Victoria Street. To find out more about the NHS TDA visit [http://www.ntda.nhs.uk/](http://www.ntda.nhs.uk/)

Healthwatch England

Healthwatch England is the new, independent consumer champion for health and social care in England. The Healthwatch network is made of two connected levels:

- Healthwatch England works at the national level and is helping set up local Healthwatch organisations. Healthwatch England will take local experiences of care and use them to influence national policy.

- Local Healthwatch will begin work in April 2013. There will be a Healthwatch organisation covering every local authority area in London. They will take the experiences that people have of local care and use them to help shape local services.
Local Healthwatch Organisations

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Contact</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Croydon Healthwatch</td>
<td>Solake Segun</td>
<td><a href="mailto:Solake.segun@cvalive.org.uk">Solake.segun@cvalive.org.uk</a></td>
</tr>
<tr>
<td>Healthwatch Kingston</td>
<td>Rianne Eimers</td>
<td><a href="mailto:rianneeimers@healthwatchkingston.org.uk">rianneeimers@healthwatchkingston.org.uk</a></td>
</tr>
<tr>
<td>Merton</td>
<td>Susanne Baccini</td>
<td><a href="mailto:susanne@mvsc.co.uk">susanne@mvsc.co.uk</a></td>
</tr>
<tr>
<td>Sutton (LINks)</td>
<td>Janice Mcollock</td>
<td><a href="mailto:janice@suttoncvs.org.uk">janice@suttoncvs.org.uk</a></td>
</tr>
<tr>
<td>Healthwatch Richmond Upon Thames</td>
<td>Bonnie Green</td>
<td><a href="mailto:chair@richmondlink.org.uk">chair@richmondlink.org.uk</a></td>
</tr>
<tr>
<td>Healthwatch Wandsworth</td>
<td>Ambra Caruso</td>
<td><a href="mailto:ambra@wandcareall.org.uk">ambra@wandcareall.org.uk</a></td>
</tr>
</tbody>
</table>

*Some Healthwatch organisations are still yet to be confirmed, so the contacts above are correct for the immediate future.*

To find out more visit [http://www.healthwatch.co.uk/](http://www.healthwatch.co.uk/)

**NHS Property Services Ltd**

NHS Property Services Ltd will play a vital role in the day to day running of the NHS, managing and developing around 3,600 NHS facilities, from GP Practices to administrative buildings. NHS Property Services Ltd will help to improve the delivery of clinical services and to enhance the experience of NHS patients by providing safe, efficient and well maintained estate, buildings and facilities.

The Regional Director for London at NHS Property Services Ltd is Tony Griffiths. To find out more visit [http://www.property.nhs.uk/](http://www.property.nhs.uk/)

**Complaints**

From 1 April 2013, if patients have a comment or complaint about a GP, dentist, pharmacy or optician that can't be resolved locally with the Practice Manager, they should contact the NHS Commissioning Board at nhscommissioningboard@hscic.gov.uk or on 0300 311 22 33 (free, national number).

Patients with complaints or comments about a hospital, mental health or community trust should continue to contact them directly.

Comments or complaints about any other local health service should be directed to the local CCG who will be able to help.

**Croydon CCG:** [www.croydonccg.nhs.uk](http://www.croydonccg.nhs.uk) *(website will be live from 2 April 2013)*

**Kingston CCG:** [www.kingstonccg.nhs.uk](http://www.kingstonccg.nhs.uk)

**Merton CCG:** [www.mertonccg.nhs.uk](http://www.mertonccg.nhs.uk)

**Richmond CCG:** From 1 April complaints should be directed to 0208 734 3001. *(The Richmond CCG website will be live from 1 May 2013 [www.richmondccg.nhs.uk](http://www.richmondccg.nhs.uk))*

**Sutton CCG:** [http://www.suttonccg.nhs.uk](http://www.suttonccg.nhs.uk)

**Wandsworth CCG:** [www.wandsworthccg.nhs.uk](http://www.wandsworthccg.nhs.uk)

---

**NHS South West London**

Chair: Sian Bates  Chief Executive: Ann Radmore
The above details regarding the changes to complaints will be uploaded to the NHS South West London website homepage which will remain visible to the public post 1 April 2013. Letters with this information will also be sent to those with complaints currently underway in the system.

We hope that this has provided you with a useful overview of where to get information for the NHS in London in the new system.

Finally, on a personal note it has been a privilege to lead NHS South West London throughout this period of change. We are very proud of our many achievements; new services and facilities have opened across South West London and we have maintained and improved services for our population. We have also had to cope with the challenges of financial problems; major events including the 2012 Olympics and Her Majesty the Queen’s Diamond Jubilee celebrations, as well as huge transformational change. We have seen the development of six authorised CCGs now taking on the commissioning of services; we have six Public Health departments ready to join with their local authorities and we have a South London CSU already operating.

We would like to take this opportunity to recognise the hard work of the Joint Boards of South West London PCTs who have been pivotal in leading us through these challenges as well as the monumental changes to the way the NHS operates. We would also like to acknowledge that the success of NHS South West London over the past two years has relied greatly on the partnership we have had with our local stakeholders and it is these positive working relationships which have enabled us to deliver high quality health services to our population.

It has been a pleasure for me to have met and worked with so many of you over the years and we wish you all the best for the future.

Yours sincerely,

Sian Bates
Chair, NHS South West London

Ann Radmore
Chief Executive, South West London