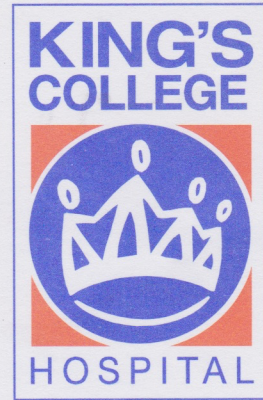


Casualty Watch

Mr Malcolm Alexander
Chief Officer
Southwark CMC
75 Denmark Hill
London, SE5 8RS



13th April 2000

King's Healthcare NHS Trust

King's College Hospital
Denmark Hill, London SE5 9RS

Telephone: 020 7737 4000

Facsimile: 020 7346 3445

Direct telephone line

Dear Malcolm

Re: Casualty Watch

Following last month's casualty watch which was conducted on 27th March 2000 I wish to express my concern regarding the release of the list of top 40 casualty waits, in which KCH was listed as the 7th worst with a patient recorded as having waited 17 hours and 27 minutes at the time of your visit to Kings A&E.

As you are aware I am very happy to have this programme of monitoring against a key issue of such relevance to the population in which we serve. My concern and disappointment is the failure of Southwark CHC to substantiate and check such a serious result, with myself or Nick Hulme, when it contradicts our performance so dramatically over the last year.

We have worked hard to ensure we do not have excessive waits in casualty and had you checked you would have found that this patient absconded between 01.05 and 08.10 and did not reappear until being called for the forth time. Following this the patient was seen and referred by 09.00, allocated a bed at 11.56 and transferred to the ward at 14.30, some 7½ hours after a decision was taken to admit – not 17½ hours.

I would appreciate it in future if, as we agreed at the last meeting between ourselves, Lambeth CHC, Ron De Witt and Michael Docherty, you ensure that following each casualty watch, you arrange to meet with the General Manager for Medicine, Nick Hulme, to go through the results and ensure that the data is validated before release into the public domain.

With thanks

Yours sincerely

Paul O'Connor
Director of Operations

cc. Ron De Witt
Nick Hulme

Handwritten notes and stamps at the bottom right of the page, including "Fax 1", "346", "36/4", "0207", and "0171".