

[REDACTED]

From: invitedreviews <invitedreviews@rcp.ac.uk>
Sent: 14 August 2023 10:37
To: [REDACTED]
Cc: invitedreviews; [REDACTED]; Adam deBelder; c.bown@gov.je; Patrick Armstrong
Subject: Rheumatology call tomorrow with Christopher Bown

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED],

Apologies I did try to call but couldn't get through to you. I have just received an invite for a call tomorrow with Christopher Bown and Adam. Unfortunately, as explained to your colleague [REDACTED], Adam is currently on leave. Would you be able to provide some context to the reason for the call so that I can understand who else might be able to attend this meeting on his behalf or whether it may require rescheduling?

Many thanks,

[REDACTED] | Invited review manager
Membership Support & Global Engagement
Royal College of Physicians
11 St Andrews Place | Regent's Park | London NW1 4LE
Direct line +44 [REDACTED]
www.rcp.ac.uk/invitedreviews

[REDACTED]

From: [REDACTED] @health.gov.je>
Sent: 14 August 2023 10:41
To: invitedreviews; [REDACTED]
Cc: [REDACTED] Adam deBelder; Christopher Bown; Patrick Armstrong
Subject: RE: Rheumatology call tomorrow with Christopher Bown

Good morning, [REDACTED]

The invite was for Wed at 09:00 not tomorrow as I understand that was discussed with [REDACTED].

As far as I understand our Chief Officer wants to speak to Adam regarding the 'final report' for Rheumatology and update.

Kind regards

[REDACTED]

[REDACTED]

PA to Group Medical Director
Direct +44(0) [REDACTED]
Email [REDACTED]@health.gov.je

 [Chat with me on TEAMS](#)

HCS Executive Suite
3rd Floor West Wing | Peter Crill House | Gloucester Street | St Helier | JE1 3QS



Health and
Community Services

[REDACTED]

From: invitedreviews <invitedreviews@rcp.ac.uk>
Sent: 14 August 2023 10:52
To: [REDACTED]
Cc: [REDACTED]; Adam deBelder; Christopher Bown; Patrick Armstrong; invitedreviews
Subject: RE: Rheumatology call tomorrow with Christopher Bown

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Dear [REDACTED],

Apologies it is for Wednesday however Adam is away until the end of the month. I can provide an update with regards to the final report. It is currently with the review team for comment we are just awaiting some final feedback and then the report will be circulated for quality assurance (This usually takes between 2-3 weeks) and then it will be sent to yourselves for factual checking.

Many thanks,

[REDACTED]

[REDACTED] | Invited review manager
Membership Support & Global Engagement
Royal College of Physicians
11 St Andrews Place | Regent's Park | London NW1 4LE
Direct line +44 [REDACTED]

www.rcp.ac.uk/invitedreviews

[Redacted]

From: [Redacted] @gov.je>
Sent: 26 September 2023 18:48
To: Patrick Armstrong; Simon West
Subject: FW: RCP Reports - [Redacted] Rheumatology Service Review

Dear Patrick and Simon

Please see update on reports from the RCP.

Best regards

[Redacted]

From: [Redacted] @rcp.ac.uk>
Sent: Tuesday, September 26, 2023 3:46 PM
To: [Redacted] @gov.je>
Cc: invitedreviews <invitedreviews@rcp.ac.uk>; [Redacted] rcp.ac.uk>
Subject: RE: RCP Reports - [Redacted] Rheumatology Service Review

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [Redacted],

The [Redacted] and rheumatology reports are just being readied for QA. We are still awaiting a few names of those to QA the reports from the speciality society but once received they will have a two week deadline to provide comments. Then factual checking [Redacted]

[Redacted]

Bw

[Redacted]

From: [Redacted] @gov.je>
Sent: Tuesday, September 26, 2023 10:45 AM
To: [Redacted] @rcp.ac.uk>
Subject: RCP Reports - [Redacted] Rheumatology Service Review

Hi [Redacted]

I hope you are keeping safe and well. I am emailing to enquire whether you are able to indicate when the final reports will be ready for review.

Best regards

[Redacted]

[Redacted]

Interim Head of Medical Staffing
Health and Community Services

2nd Floor Peter Crill House | St Helier | Jersey | JE1 3QS
t. +44 [Redacted] | [Redacted] @gov.je | www.gov.je

[REDACTED]

From: Simon West <S.West@health.gov.je>
Sent: 26 September 2023 18:56
To: [REDACTED] Patrick Armstrong
Subject: Re: RCP Reports - [REDACTED] Rheumatology Service Review

Dear [REDACTED]

Thanks for chasing. So could be another 3-4 weeks.

Simon

*Mr Simon West
Deputy Medical Director & AMD for Quality & Safety
Consultant in Orthopaedics
Telephone [REDACTED]*

[REDACTED]

From: [REDACTED] <[REDACTED]@gov.je>
Sent: 29 November 2023 08:47
To: Patrick Armstrong
Subject: FW: Rheumatology Review [REDACTED]

Morning Patrick
Update for you
Kind regards
[REDACTED]

From: invitedreviews <invitedreviews@rcp.ac.uk>
Sent: Wednesday, November 29, 2023 8:43 AM
To: [REDACTED] <[REDACTED]@gov.je>
Cc: invitedreviews <invitedreviews@rcp.ac.uk>
Subject: RE: Rheumatology Review [REDACTED]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED]

Thank you for your email. Regarding the rheumatology report this is almost ready and will be issued later today, I'll update you once I have sent it to Patrick.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Kind regards,
[REDACTED]

[REDACTED] | Invited review manager
Membership Support & Global Engagement
Royal College of Physicians
11 St Andrews Place | Regent's Park | London NW1 4LE
Direct line +44 ([REDACTED])
www.rcp.ac.uk/invitedreviews

From: [REDACTED] <[REDACTED]@gov.je>
Sent: Tuesday, November 28, 2023 5:42 PM
To: invitedreviews <invitedreviews@rcp.ac.uk>; [REDACTED] <[REDACTED]@rcp.ac.uk>
Subject: Rheumatology Review [REDACTED]

Hi [REDACTED]

Hope you are well – just following up on progress with the above two reports – any further news a we have a follow up meeting on Wednesday

With thanks

Interim Head of Medical Staffing

2nd Floor Peter Crill House | St Helier | Jersey | JE1 3QS
t. +44 [redacted] | [redacted]@gov.je | www.gov.je

OUR VALUES: WE ARE RESPECTFUL WE ARE BETTER TOGETHER
WE ARE ALWAYS IMPROVING WE ARE CUSTOMER FOCUSED WE DELIVER

 OUR PEOPLE

 **Health and
Community Services**

From: invitedreviews <invitedreviews@rcp.ac.uk>
Sent: 29 November 2023 11:45
To: Patrick Armstrong
Cc: invitedreviews
Subject: RCP Invited Review report for factual checking - Rheumatology
Attachments: 23.11.29_Jersey Rheumatology DRAFT report for FC.pdf; 23.11.29_Letter - IR Jersey Rheumatology for FC.pdf

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Mr Armstrong,

I hope this email finds you well.

Please find attached a letter regarding factual accuracy checking and the draft report relating to the rheumatology service review for the Health and Community Service, Government of Jersey.

The password to open the report will follow this email.

We look forward to hearing from you in due course.

Kind regards,

[Redacted] | Invited review manager
Membership Support & Global Engagement
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11 St Andrews Place | Regent's Park | London NW1 4LE
Direct line +44 [Redacted]

www.rcp.ac.uk/invitedreviews



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Mr Patrick Armstrong
Medical director
Health and Community Service, Government of Jersey

BY EMAIL ONLY

29 November 2023

Dear Mr Armstrong,

Royal College of Physicians: Health and Community Service, Government of Jersey, rheumatology service review

Please find enclosed the draft report of the invited review of the rheumatology service for Health and Community Service, Government of Jersey.

I emphasise that this is a draft report and we would be grateful if you could confirm/inform us by emailing invitedreviews@rcp.ac.uk of any factual inaccuracies by 8 January 2023 so that we may then finalise the report. Factual checking will include for instance:

- Statistics
- Organisation structure, ie who reports to who
- Names of interviewees and their job titles
- Documentation list
- Factual details of the case records

Yours sincerely,


Dr Adam de Belder
Medical Director for Invited Reviews

Enclosed: Draft report for factual checking

[REDACTED]

From: invitedreviews <invitedreviews@rcp.ac.uk>
Sent: 29 November 2023 11:46
To: Patrick Armstrong
Cc: invitedreviews
Subject: Password for report

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

[REDACTED]

[REDACTED] | **Invited review manager**
Membership Support & Global Engagement
Royal College of Physicians
11 St Andrews Place | Regent's Park | London NW1 4LE
Direct line +44 ([REDACTED])

www.rcp.ac.uk/invitedreviews

[REDACTED]

From: [REDACTED] <[REDACTED]@gov.je>
Sent: 07 December 2023 16:58
To: Patrick Armstrong
Subject: FW: Rheumatology Report

Hi Patrick

It looks as though the quicker we are the more likely it is that we will have a final report to share with the Board in January.

Best regards

[REDACTED]

From: [REDACTED] <[REDACTED]@rcp.ac.uk>
Sent: Thursday, December 7, 2023 1:04 PM
To: [REDACTED] <[REDACTED]@gov.je>
Cc: invitedreviews <invitedreviews@rcp.ac.uk>
Subject: RE: Rheumatology Report

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Hi [REDACTED]

Quite difficult for me to answer that without knowing when you might send the comments and also the nature of the comments – if it is simple enough it's a quick turnaround, if more complex and we have to go back to the team for comments etc it can take longer.

All I can say is sooner we get them the faster we can turn it around

Kind regards

[REDACTED]

Head of Invited Reviews

MSGE

Ext: [REDACTED]
<https://www.rcplondon.ac.uk/invited-service-reviews>

From: [REDACTED] <[REDACTED]@gov.je>
Sent: Thursday, December 7, 2023 11:10 AM
To: [REDACTED] <[REDACTED]@rcp.ac.uk>
Subject: Rheumatology Report

Dear [REDACTED]

I hope you are keeping well and thank you for sending through the report for fact checking. We hope to be in a position to respond with fact checking ahead of the 8 January deadline. I have been asked to enquire when we are likely to receive the final report as we are hoping to send it to our Board on 18/1 and wanted to ensure that you will have enough time to send out the final report.

Best regards

[REDACTED]
[REDACTED]
Interim Head of Medical Staffing
Health and Community Services

2nd Floor Peter Crill House | St Helier | Jersey | JE1 3QS
t. +44 [REDACTED] | [REDACTED]@gov.je | www.gov.je



From: invitedreviews <invitedreviews@rcp.ac.uk>
Sent: 20 December 2023 12:13
To: Patrick Armstrong
Cc: invitedreviews
Subject: Jersey rheumatology service review - Final report
Attachments: Jersey Rheumatology FINAL report (20.12.23).pdf; Letter - IR Jersey Rheumatology Final report 20.12.23.pdf

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Mr Armstrong,

Please find attached a letter and the final report for the rheumatology service review which took place in March and April 2023.

Our customer service satisfaction is key to ensuring that our review service remains high quality to our clients/customers, and we are always looking at different ways to improve our service. To assist us with this, we would like to ask you if you would complete our survey (link below) to tell us about your experience. The survey shouldn't take longer than a minute to complete.

Thank you for your time in completing the survey, and we look forward to receiving your feedback.

(Password to open the report will follow in my next email)

Kind regards,

Invited review manager
Membership Support & Global Engagement
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Mr Patrick Armstrong
Medical director
Health and Community Services, Government of Jersey

BY EMAIL ONLY

20 December 2023

Dear Mr Armstrong,

Royal College of Physicians: Health and Community Services, Government of Jersey, rheumatology service review

Please find enclosed the final report of the invited review of the rheumatology service for Health and Community Services, Government of Jersey.

The RCP will write to request an update on the actions taken to address the report's recommendations around June 2024.

To enable us to continually improve the invited review process we would be grateful if you could complete our online evaluation form which should take no longer than a minute to complete:

[Redacted]

Thank you once again to you and your colleagues, for making the necessary arrangements for this invited review.

Yours sincerely,

[Redacted signature]

Dr Adam de Belder
Medical Director for Invited Reviews

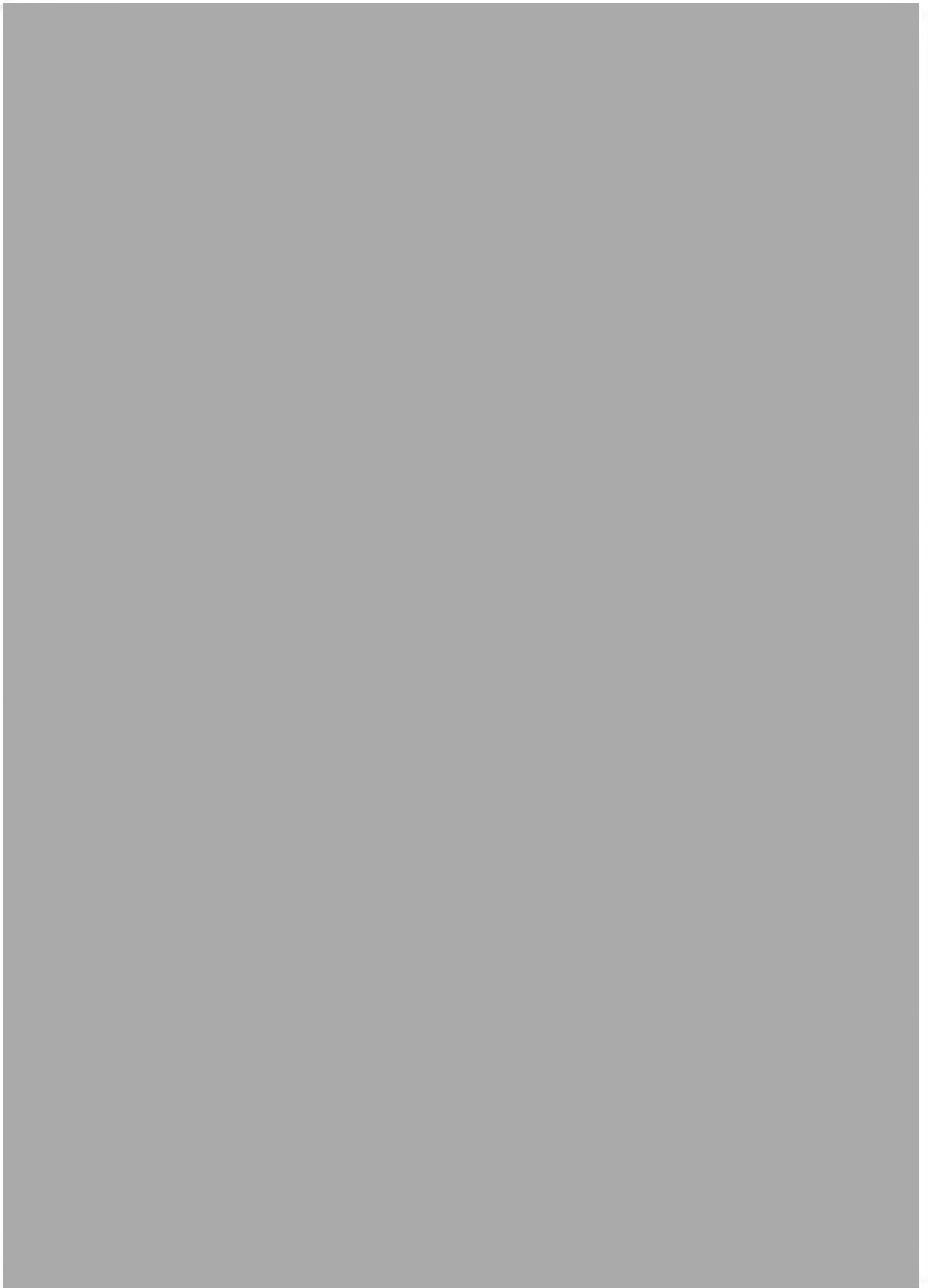
Enclosed: Final report

[Redacted]

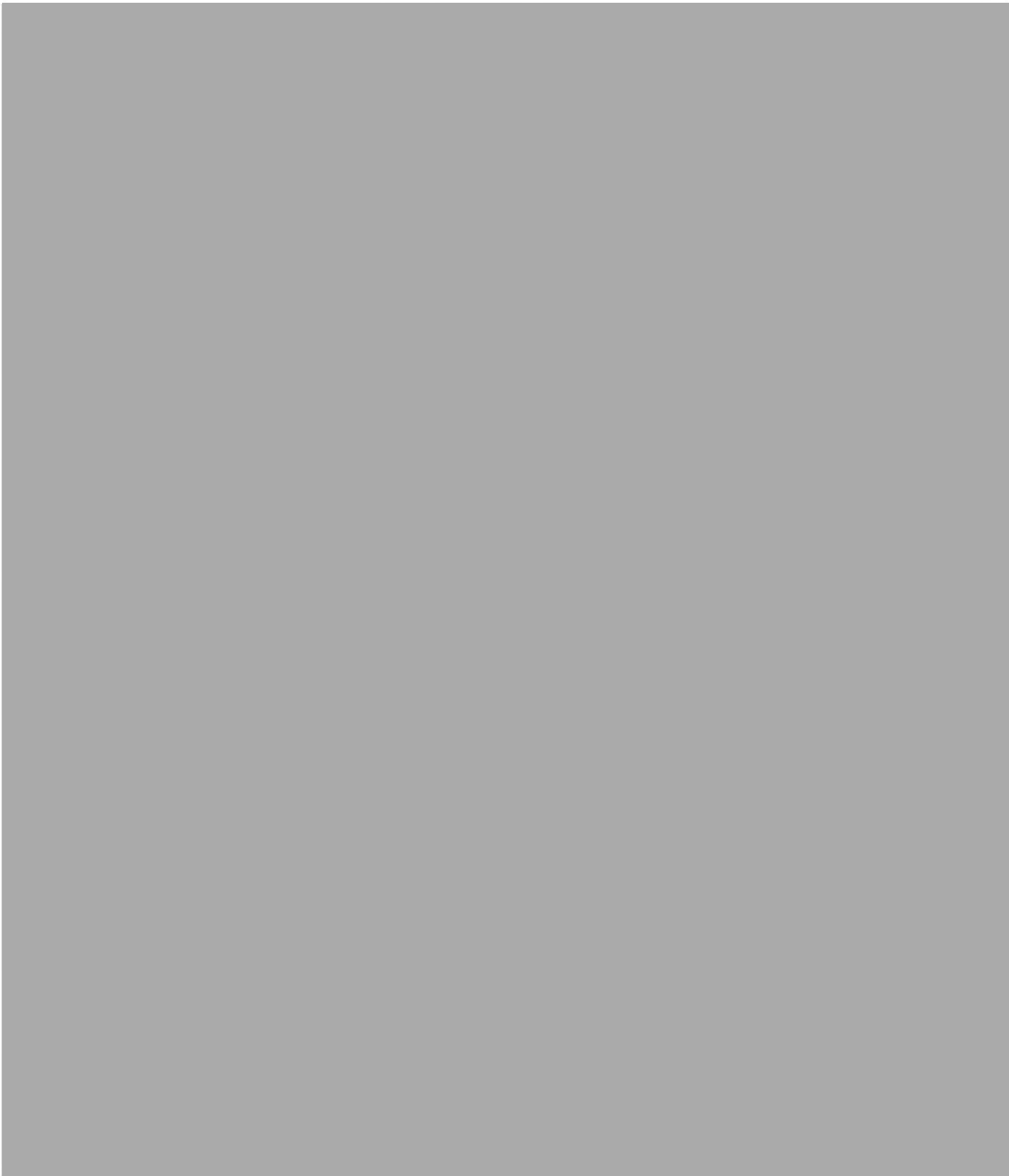
From: invitedreviews <invitedreviews@rcp.ac.uk>
Sent: 20 December 2023 12:14
To: Patrick Armstrong
Cc: invitedreviews
Subject: Password to open report

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

[Redacted] | **Invited review manager**
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From: [redacted]@gov.ie>
Sent: Thursday, January 4, 2024 2:35 PM
To: invitedreviews <invitedreviews@rcp.ac.uk>
Subject: RE: Rheumatology Review - fact checked

Yes thank you so much [redacted] and Happy New Year

[redacted signature line]

With thanks

From: invitedreviews <invitedreviews@rcp.ac.uk>
Sent: Thursday, January 4, 2024 9:43 AM
To: <@gov.je>; invitedreviews <invitedreviews@rcp.ac.uk>
Subject: RE: Rheumatology Review - fact checked

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi

Just to check – have you now got a copy of the report?

Kind regards

Head of Invited Reviews
MSGE

Ext: <>
<https://www.rcplondon.ac.uk/invited-service-reviews>

From: <@gov.je>
Sent: Wednesday, December 20, 2023 12:21 PM
To: invitedreviews <invitedreviews@rcp.ac.uk>
Subject: RE: Rheumatology Review - fact checked

Thanks

Are you able to email that to me too as Patrick is on leave.

With thanks

From: invitedreviews <invitedreviews@rcp.ac.uk>
Sent: Wednesday, December 20, 2023 12:16 PM
To: <@gov.je>
Cc: <@rcp.ac.uk>; invitedreviews <invitedreviews@rcp.ac.uk>
Subject: RE: Rheumatology Review - fact checked

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear

Hope you are well. Just to note I have just issued the final report for the rheumatology service review to Patrick.

Kind regards,

[redacted] | Invited review manager
Membership Support & Global Engagement
Royal College of Physicians
11 St Andrews Place | Regent's Park | London NW1 4LE
Direct line +44 [redacted]
www.rcp.ac.uk/invitedreviews

From: [redacted]@gov.je>
Sent: Friday, December 15, 2023 6:07 PM
To: invitedreviews <invitedreviews@rcp.ac.uk>
Cc: [redacted]@rcp.ac.uk>
Subject: Rheumatology Review - fact checked
Importance: High

Dear [redacted]

Please find attached the report with minor amendments. If you could possibly let me know when we can expect the final version that would be great.

With kind regards and have a good weekend.

[redacted]

[redacted]

Interim Head of Medical Staffing
Health and Community Services

2nd Floor Peter Crill House | St Helier | Jersey | JE1 3QS
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