NHS
Barking, Havering and Redbridge
University Hospitals
NHS Trust

Chief Medical Officer
Trust Headquarters
Queen's Hospital, Rom Valley Way
Romford
Essex RM7 0AG
April 2026

Dear patient,

Barking, Havering and Redbridge University Hospitals NHS Trust (BHRUT) are one of a number of trusts that discovered there was a problem with the equipment used to analyse HbA1c, a test used to diagnose and monitor diabetes. The problem with the equipment we used means it might have shown higher levels of HbA1c than it should have done. This could mean some people have been told they have diabetes when they don't. As soon as this error was identified we took measures to rectify and change the equipment and to contact patients directly to have this test repeated once performance was acceptable.

We have since informed GPs to contact patients that may be affected by this, for instance you may have received a diagnosis of diabetes in error, and to arrange a review if required. If any harm has come to a patient in this process, we have given GP pathways through which they can contact us for advice from a specialist and the patient can contact the PALS team.

I understand this will have been a worrying time for you, and I'm sorry for any distress this has caused. Below are the contact details for services that can provide support or if you'd like to raise any concerns.

**Feedback or concerns**
To make a comment or raise a concern, please contact our Patient Advice and Liaison Service (PALS).
www.bhrhospitals.nhs.uk/askpals

**Psychological support**
Talking Therapies is a free, confidential NHS service for adults registered with a GP in Barking and Dagenham, Havering, Redbridge, and Waltham Forest. They can help with issues such as stress, anxiety, depression, bereavement, and relationship difficulties.
www.talkingtherapies.nelft.nhs.uk/how-to-refer-to-our-service

For more information or general advice, visit https://www.talkingtherapies.nelft.nhs.uk/covid-19-talking-therapies-emotional-wellbeing-live-chat-support (Monday–Friday, 8am–8pm) or call **0300 300 1554 (option 1)** (Monday–Friday, 9am–5pm).

If you are experiencing an urgent mental health crisis, please call **0800 995 1000** (24 hours a day, 7 days a week).

Kind regards,
**Andrew Deaner**
**Chief Medical Officer**
**Barking, Havering and Redbridge University Hospitals NHS Trust**