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Dr C. Ellson - Chief Clinical Officer South Worcestershire CCG  
Mr S. Trickett - Chief Officer Redditch & Bromsgrove CCG and Wyre Forest CCG  
*Via email*

20 May 2016

Dear Dr Ellson and Mr Trickett

Ref: Worcestershire Acute Hospitals NHS Trust

I am writing to you as the commissioners of services at Worcestershire Acute Hospitals NHS Trust. One of the statutory functions of local Healthwatch is 'enabling local people to monitor the standard of provision of local health and care services and whether and how local health and care services could and ought to be improved'. Therefore, at the open session of our Board meeting on Friday 13 May 2016, which was attended by members of the public, the Healthwatch Directors received a verbal report from our Chief Operating Officer on the standard and provision of services provided by the Trust that was drawn from the 'Integrated Performance Report' published by the Trust at its Public Board meeting on 4 May 2016.

Our attention was drawn to the list of services for which performance is below target with a negative trend as reported in the Integrated Performance report. This was then discussed in the context of both the action that we are aware has been taken by the NHS family and its partners to address both the general performance and specific performance of the Trust over the past 12 months or more, and the willingness of the Trust's executive to engage with us. In particular, concern was expressed about performance in relation to the targets for Cancer - 2 week wait [both breast and all cancers], Cancer - 62 days wait for first treatment from all GP referral [all cancers], 6 week wait for diagnostics, Stroke - direct admission to stroke ward and the various A&E targets. Whilst we noted the increase in demand the Trust has had to respond to, it appears that performance against many of these targets has deteriorated rather than improved over past months.

In view of this apparent deterioration across the range of targets and the potential impact on the health and well-being of patients who are affected by the delays in referral etc. the Directors, following our discussion and taking account of the views of members of the public resolved that:

- I should seek reassurances from you as the commissioners about the quality and safety of these and the other services for which performance is below target with a negative trend,

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- I should ask you to confirm that the health and well-being of individual patients, and their families who are affected by the below-target performance is being safeguarded,
- And that you provide an indication as to when performance is expected to be back within target.

If you wish to discuss our concerns in more detail or require further information please contact Simon Adams. I look forward to your response which I would be grateful to receive by 3 June 2016, the date of our next Board meeting. I have copied this letter to the lay board member with responsibility for public engagement for your respective Clinical Commissioning Groups in view of the connection with the public.

Yours sincerely

A handwritten signature in black ink that reads "Peter Pinfield". The signature is written in a cursive style with a large initial 'P' and a long, sweeping underline.

P. Pinfield  
Chair Healthwatch Worcestershire

CC: Judy Adams, Patient & Public Involvement Chair - Redditch & Bromsgrove CCG

Sarah Harvey-Speck, Lay Member for Public and Patient Involvement - South  
Worcestershire CCG

Chris Onions, Lay Member for Patient and Public Involvement - Wyre Forest CCG