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S Trickett  
Accountable Officer  
Worcestershire and Herefordshire CCGs  
The Coach House  
John Comyn Drive  
Perdiswell  
Worcester WR3 7NS

20 July 2018

Dear Mr Trickett

**Ref: Stroke Services in Worcestershire**

I am writing to you on behalf of the Board of Healthwatch Worcestershire in connection with the quality and safety of stroke services in Worcestershire in the light of the following information which was considered at Healthwatch Worcestershire's public Board meeting on 13 July 2018. That information included:

- a performance report at the Worcestershire Clinical Commissioning Groups Governing Body Meeting in Common on 4 July 2018,
- the content of a regional BBC interview that took place on or about the 9 June with the Chief Executive Officer of Worcestershire Acute Hospitals NHS Trust in which the urgent treatment of patients that had been conveyed by ambulance to Worcester Royal Hospital with a suspected stroke was questioned, and
- the current situation with stroke services in Worcestershire appears to have changed significantly from the situation that existed in November 2017 as reported by your Chief Clinical Officer when he spoke about Worcestershire's stroke services at a public Board meeting of Healthwatch Worcestershire on 3 November 2017.

As a local Healthwatch the interpretation of this information has given the Healthwatch Worcestershire Board concern for the quality and safety of stroke services.

In addition, since the Board meeting on 13 July the Board Chairman and I have also had sight of the report that was presented at the Sustainability and Transformation Partnership [STP] Board on 17 July 2018.

As you will be aware one of the statutory functions of local Healthwatch is to enable people to monitor the quality of services that are being delivered to them. Therefore, whilst the Board are aware that there are plans to improve the stroke service within the Herefordshire and Worcestershire STP footprint Healthwatch Worcestershire's Board would be obliged if you provide assurance as to the safety and quality of the current stroke service in Worcestershire.

You should also be aware that the Board has directed that the quality and safety of the stroke service in Worcestershire is raised with the NHS England Quality Surveillance Group, with NHS Improvement through the local Quality Improvement Review Group and the Care Quality Commission as an issue of the effective inspection of clinical pathways that cross organisations.




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We would appreciate it if you could respond to this letter within 20 working days with a reply for publication. If you require further information or wish to discuss the content in person, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read "Simon Adams". The signature is written in a cursive style with a prominent vertical stroke at the end.

S Adams QPM  
Chief Operating Officer