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9<sup>th</sup> August 2018

Simon Adams QPM  
Chief Operating Officer  
Healthwatch Worcestershire  
Queen Elizabeth Drive  
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Dear Simon

Thank you for your letter on behalf of the Board of Healthwatch Worcestershire related to quality and safety of stroke services within Worcestershire.

As commissioners of the service we share your concerns and have been working closely with the Worcestershire Acute Hospitals NHS Trust over a number of months to improve the current pathway and to address current performance issues, as well as provide assurance to ourselves that the actions identified and agreed are undertaken. To date, this has also included two escalation meetings with the Chief Executive of the Trust.

We are once again escalating to the Chief Executive due to lack of progress and will shortly be undertaking a quality walkthrough of the entire acute stroke pathway to provide even more granular detail about the aspects of the pathway that require urgent improvement.

I have asked Mari Gay, Chief Operating Officer and Lead Executive for Quality and Performance, to arrange to meet with you or your representatives shortly to discuss our approach in more detail.

On a separate note, there is broad acknowledgement that to deliver robust and sustainable stroke services, an STP solution on future configuration of stroke services in Worcestershire

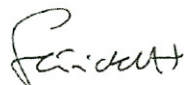
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**On behalf of:**

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG, NHS Wyre Forest CCG and NHS Herefordshire CCG

and Herefordshire may be required. On behalf of the STP, we would like to discuss this in more detail with representatives from both Worcestershire Healthwatch and Herefordshire Healthwatch, and will be organising a suitable date and time for this discussion to take place.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. Trickett', written in a cursive style.

**Simon Trickett**  
**Accountable Officer**  
**Worcestershire and Herefordshire CCGs**