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08 November 2021

Simon Trickett,  
Chief Executive/ICS Lead  
Hereford & Worcestershire CCG/Herefordshire and Worcestershire ICS

By email

Dear Simon,

**Healthwatch Worcestershire Report - People's Experience of Leaving Worcestershire Hospitals During Covid-19 - response to recommendations**

Thank you for the system response to our Hospital Discharge Report. We have noted the contents of your letter and the accompanying Action Plan. As specific responses to many of the recommendations in our Report appear to be dependent upon the review of existing discharge policy and the development of a new System wide discharge policy please can you provide more information about how processes for the review and the development of a new policy including the time scales for the work, together with an indication of when we will be able to see the detail of how recommendations in our report will be implemented?

We understand that hospital discharge is a complex subject, involves partners across the system and as our report illustrates has a significant impact on the wellbeing of patients and carers. I know you will want the new Discharge Policy to be co-produced with patients, their carers and the public; it would be very useful to understand how they will be involved in both the review and development of the new policy.

Healthwatch Worcestershire would want to work with and support the 'System' in the process of the review and development of a Discharge Policy. This will also enable us to provide assurance to patients and carers that the recommendations in our Report, and the actions that have been identified in the Plan, have been incorporated in a meaningful way in the revised Policy. With that in mind, our next Public Board Meeting is on the morning of 18 November by zoom, and it would be useful if you or your representative could attend to present and take questions on the response that you have provided to our Hospital Discharge Report.



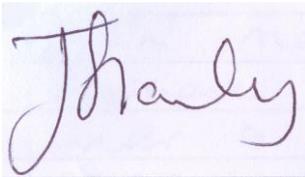
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In concluding, can I thank you once again for providing the system wide response and, given that discharge plays such an important part in the effective delivery of health care for patients and carers, question if within our Report's recommendations there are any 'quick wins' that could be implemented more immediately than waiting on the eventual implementation of a new system wide policy? I am given to understand that the implementation of a Discharge check list for example will make significant improvements to the discharge process in the Acute Hospital's Trust.

I look forward to your response.

Yours Sincerely,

A handwritten signature in dark ink, appearing to read 'J Stanley', on a light-colored background.

Jane Stanley,  
Director, Healthwatch Worcestershire