

Our Ref: AF/JL

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- 3 SEP 2013

Dear Kevin,

Thank you for your recent report received on 8 August, regarding the findings of Healthwatch Cumbria's Enter and View visits to North Cumbria Hospital Trust's services during June and July 2013.

I apologise for the delay in my formal response to you but I have just returned from annual leave.

I was very pleased that the majority of the individuals who participated in your visits expressed satisfaction with the services provided and that positive patient care experiences were reported by them.

It is pleasing to see that a variety of methodologies were used to obtain this feedback, which provides a very helpful independent complement to our internal patient experience surveying processes. We greatly value all aspects of our patients' information and are committed to ensuring that this is at the heart of our quality improvement.

Thank you for your recommendations in your report; I will address each in turn:

1. Car parking in a longstanding issue, and one shared my many Trusts I gather. However, I have asked Steven Bannister Interim Director of Estates to take a fresh eye on the situation at both our main sites to determine how improvements may be made.
2. Regarding safe patient record storage: I was alerted to the finding on 22 July and immediately asked Les Morgan, Director for West Cumberland Hospital to verify its occurrence, looking at both sites. As a result, all staff have been reminded of the required standard and their compliance with this is being monitored. Thank you for drawing this to our attention.



website: www.ncuh.nhs.uk



3. The Trust is currently undertaking a comprehensive organisational development programme, aiming to support and develop key staff in their leadership and care roles, centred on patient centred compassionate care.

Additionally, all staff now receive regular feedback regarding patient experience on their ward, derived from our Patient Experience team surveys which have been underway since April 2013. This allows for a celebration of good practice where it is reported, together with valuable real time information regarding improvements which may be required. Our Clinical Business unit structures are now supporting the dissemination and learning from these findings in their drive for continual quality improvement.

A specific programme of Time out sessions for ward staff is underway this autumn, which will include all staff on priority wards, allowing for their participation and involvement in identifying and implementing quality initiatives relating specifically to their working practices.

4. The Trust formally acknowledges your report, the findings of which will be reported at our Board meeting in September and can assure you of our willingness to work together to ensure the standards of patient care across our services.

To this end, our Director of Patient Experience, Annie Laverty, will be very happy to meet with you to discuss, both our internal Patient Experience programme and ways in which our collaboration can be further developed in future months.

Kind regards.

Yours sincerely



Ann Farrar
INTERIM CHIEF EXECUTIVE