

JC/HL

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**Enter and View Report on the Outpatients Department at University Hospital of North Tees – November 2017**

Dear Jane

Thank you for giving us the opportunity to comment on the report's findings. We welcome the feedback from Healthwatch Stockton on Tees based on the observational visits undertaken, interviews with patients and staff and survey results in our Outpatient department at University Hospital of North Tees.

As agreed I have distributed the report amongst colleagues for further dissemination and discussion to ensure inclusion in our continuous improvement programmes. The report is gratefully received and the comments very supportive in sharing the positive feedback on the revised procedures within the department.

The report is gratefully received and the comments very supportive in illustrating the positive findings of the Enter and View visit. We have noted that there are no recommendations arising from the visit.

In summary, we would like to reiterate our thanks to the Healthwatch team for the time invested in undertaking this important piece of work. It is extremely useful to receive feedback to enable us to reflect upon and enhance our services and we look forward to working closely with the team in the future.

Regards,



Julie Clennell

**Associate Director of Risk and Clinical Governance****On behalf of North Tees and Hartlepool NHS Foundation Trust**

**cc:** Rowena Dean, General Manager Orthopaedics  
Julie Lane, Director of Nursing, Patient Safety & Quality,  
Lindsey Robertson, Deputy Director of Nursing, Patient Safety & Quality,  
Lynne Taylor, Interim Director of Performance, Planning & Compliance  
Julie Parkes, Interim Director of Operations

**Paul Garvin**  
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**Alan Foster**  
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